



Dear Applicant

Wales Millennium Centre is the nation's home for the performing arts. One of the UK's top cultural attractions, the Centre provides an extensive programme of world class entertainment, showcases Welsh creativity and talents, partners with international artistic companies, and offers creative learning and community engagement opportunities aimed at increasing accessibility to art and culture. We are proud to have welcomed over 16.5 million visitors since opening in 2004.

The Centre's aim is to Inspire Our Nation, Impress the World, by creating inspirational and life changing experiences that broadens horizons. In the coming years the Centre will seek to:

- Raise the aspiration of every young person in Wales
- Be accessible to everyone
- Be celebrated as one of the leading performing arts centres in the world
- Create innovative work that showcases Wales to the world

As a **Membership and Engagement Volunteer** at the Centre, you will help to both promote the Centre's Membership Scheme and encourage donations to support our charitable work. You will actively engage with customers, informing them of the benefits of becoming a Member, and talk about our Creative Learning projects to inspire donations.

You'll also get to watch the diverse range of shows as part of our ever increasing artistic programme.

We're hoping that our volunteers will do on average 2 shifts per week, but if you'd like to spend more time with us at the Centre, you are more than welcome to. Shifts tend to be no longer than 4 hours, and should they be any longer we will let our volunteers know.

Everyone is eligible to apply for a volunteering position, however we prioritise applicants from the Cardiff area.

If successful you will be required to attend an induction.

Please note that you must be available for the induction dates.

We look forward to hearing from you soon and thank you for your interest in joining our team!

The Customer Experience Team



Title :	Membership and Engagement Volunteer
Department :	Customer Experience & Development
Responsible to:	Customer Experience Managers
Hours :	In order to get the most out of the programme we would recommend that a volunteer does around 2 shifts per week (up to 4 hours per shift)
Role Purpose :	To promote the Centre's Membership Scheme - increasing awareness and membership numbers – and inspire customers to support our charitable work through making a donation
Main Duties & Responsibilities:	<ol style="list-style-type: none"> 1. To engage with customers regarding the Centre's Membership Scheme and charitable work 2. To be present in the Front of House spaces before a show starts and at relevant Centre events 3. To set up and clear down the Membership station 4. To sign up new Members on a WMC tablet device 5. To talk proactively about the Centre's projects, mission and vision 6. To encourage donations as and when appropriate; communicate the importance of donations and how they support our charitable work 7. To embrace and adhere to the core values of the Centre 8. To give feedback to the management team to improve the running of the scheme.

Person Specification

1	Strong team player with good, open communication style	Essential
2	The ability to think creatively and problem-solve in a busy environment	Essential
3	Be confident in approaching members of the public	Essential
4	Commitment to the provision of excellent customer service	Essential
5	Be over the age of 17	Essential
6	To physically be able to stand for periods of 30 minutes	Essential
7	The ability to communicate through the medium of Welsh	Desirable