

*Select the roles, tasks and the associated skills, knowledge and attributes from this list that are applicable for your volunteers and adapt them to reflect your organisations tasks and needs. Start with the general skills that all volunteers may need.*

**General skills needed for all volunteer roles:**

- Interpersonal communication skills – listening and speaking, asking questions and checking understanding (at a level relevant to the role).
- Knowledge (or able to learn/transfer similar skills) about the content for the role and tasks (for example, knowledge of the collection, art form, venue, systems, safety procedures, exits etc.).
- Able to follow the processes, guidelines and rules of the organisation.
- Know when to ask for support.
- Operate honestly and ethically.
- Work in a team.

Role	Tasks	Skills, knowledge and attributes specific to tasks
<p><b>Front of house</b></p> <p>Related roles: guide, host, greeter, usher, customer service, crowd control</p>	<p>Welcoming and greeting visitors</p> <p>Providing information and directions</p> <p>Supervising gallery spaces</p> <p>Showing people to seats</p> <p>Providing safety information and direction</p> <p>Selling tickets</p> <p>Handling money</p>	<p>Warm, friendly, polite, pleasant</p> <p>Clearly spoken</p> <p>Well organised</p> <p>Calm manner (in emergencies or crowds)</p> <p>Physical ability relevant to the task, (e.g. standing for x hours)</p> <p>Knowledge and experience with different cultures</p> <p>Knowledge about emergency procedures</p> <p>Able to operate ticket or computer booking systems</p> <p>Able to calculate change</p>

Role	Tasks	Skills, knowledge and attributes specific to tasks
<p><b>Supporting and hosting artists</b></p>	<p>Providing or arranging transport                      Providing or arranging accommodation                      Organising timetables and schedules                      Organising refreshments                      Organising equipment                      Accompanying artist to venues                      Hosting and being tour guide for artist                      Catering to artist's requests                      Participating in artist's film, media, documentary</p>	<p>Friendly, polite, pleasant                      Organised                      Time keeping                      Driving</p>
<p><b>Planning and administration</b></p> <p>Related roles: Event planning</p>	<p>Assisting with mail outs (of information, invitations etc)                      Preparing copy for labels                      Filing and administration                      Entering information into data bases and record management                      Making bookings                      Composing letters                      Event planning and co-ordination                      Arranging and booking venues                      Arranging and hiring equipment                      Organising supplies                      Arranging for transport or transporting goods</p>	<p>Organisational skills                      Able to use computer software, e.g. Word, Excel                      Able to use printers, photocopiers, etc.                      Able to use social media                      Knowledge of relevant processes or equipment (e.g. booking systems, filing systems, etc)                      Experience of writing letters</p>

Role	Tasks	Skills, knowledge and attributes specific to tasks
<b>Marketing and sales</b>  Related roles: Promotion Fund raising	Participating in meetings Giving information presentations Making phone calls seeking contributions Making applications for grants Staffing promotional booths or stalls Managing social media Selling tickets	Warm, friendly, polite, pleasant Clearly spoken Experience of public speaking Pleasant phone manner Well organised Experience of writing proposals and reports Knowledge and experience using social media Able to operate ticket or computer booking systems Able to calculate change
<b>Back stage</b>  Related roles: Technical support	Installing and dismantling exhibitions Unpacking and repacking work Painting Building sets Assisting with props, lighting, sound Sweeping and setting up venues	Physical ability relevant to the tasks (e.g. using ladders, lifting) Technical knowledge about the relevant tasks (e.g. using sound equipment)
<b>Food and drink preparation and service</b>	Serving and assisting at public events Serving drinks Preparing and serving food Clearing tables and cleaning dishes Taking food orders Handling money	Physical ability relevant to the tasks (e.g. standing for x hours; carrying boxes of wine) Polite and pleasant Clearly spoken Knowledge of drinks Well organised Knowledge of alcohol laws and hygiene requirements Ability to calculate change