



## Gallery Assistant Volunteers

### Purpose of the Role

The biennial Tunbridge Wells Puppetry Festival (TWPF) is a celebration of puppetry dedicated to bringing the very best of this art form to new audiences.

TWPF will take place between Thursday 12<sup>th</sup> Friday 13<sup>th</sup> and Saturday 14<sup>th</sup> October 2017.

We are looking for enthusiastic volunteers to join the festival team, to help make our local festival a truly memorable event for everyone.

The Role of Gallery Assistant will include the following tasks, for which full training will be given in advance of the festival:

- Maintain the highest standards of customer and visitor service ensuring all visitors enjoy their visit to the exhibition and will recommend it to others.
- Provide information to visitors about The Lion King exhibition and the education programme.
- Listen and respond to visitor comments and encourage them to add comments to the visitor's book and feedback forms
- Follow The Lion King and Trinity Theatre's policies and procedures when interacting with visitors.
- Offer assistance to visitors who may require help.
- Have a good knowledge of the festival programme and discuss this with visitors where appropriate.
- Assist with the safety of staff and visitors in the Gallery including assisting visitors in emergency situations and fire drills.
- Provide security for exhibitions including reporting any incident involving visitors' touching or damaging art work.
- Supporting the festival staff while on site as requested.

### Role requirements

- To undertake this role you will need to be someone who takes initiative and can think on their feet, to be trustworthy and to approach situations with maturity.
- You will also need to be friendly and approachable when interacting with the gallery visitors.
- A good knowledge of the Tunbridge Wells area is a plus.
- To undertake this role you must be over 18 years of age.

### Training provision

All volunteers will be given a full induction for their role and the relevant policies and procedures for the festival. Volunteers will be given full support and supervision throughout their volunteering period.

### Availability

If you'd like to get involved, you must be free to volunteer between Monday 9<sup>th</sup> and / or Saturday 14<sup>th</sup> October 2017

### Registration

To register your interest in volunteering at the TWPF please email Su Collings – Volunteer Co-ordinator [sucollings@gmail.com](mailto:sucollings@gmail.com)

Deadline for approaching the festival is Friday 9<sup>th</sup> September 2017 but an early expression of interest would be welcomed to assist with our planning.

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TUNBRIDGE WELLS  
MUSEUM &  
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[www.twpuppetryfestival.org](http://www.twpuppetryfestival.org)  
[info@twpuppetryfestival.org](mailto:info@twpuppetryfestival.org)  
Tunbridge Wells  
Puppetry Festival CIC  
Company No: 9337727