

Role Description

Role: Customer Service Volunteer at the Old Library

Reports to: Old Library Venue Supervisor

Hours: Varied daytime and evening shifts.
Approx 4 hour shifts, between 8am and 10.30pm

Purpose of the role

The Old Library is due to open in Spring 2026 as an arts, culture and wellbeing space; a space for all the community to enjoy. There will be a programme of courses, workshops, events and professional performances. The venue will be relaxed, informal and welcoming; serving its visitors and the needs of local people.

We are looking for people who are seeking a meaningful opportunity, joining a small volunteer team, and can commit to being part of the fabric of this exciting new venue and support the running of the building.

Volunteers will be part of the Old Library team, working closely with the Duty Manager, providing a high-quality experience for visitors to the Old Library.

In this customer-facing role, you will welcome and help our visitors; understand the programme and be able to support visitors in booking and taking part; serve in the café bar; support the smooth and efficient running of all public areas; and support the Duty Manager to ensure a safe and friendly environment.

Volunteers must have full knowledge of the safety and evacuation procedures, for which training will be provided and perform all tasks to a high standard of customer care.

Key accountabilities

- To greet and assist customers in a polite and enthusiastic manner.
- To serve food and drink in our café (Food safety standard training will be provided).
- To assist in keeping all public spaces clean, tidy and presentable.
- To pay attention to the needs of customers and assist them with directions and access to all facilities.
- To have a good knowledge of the forthcoming programme of activity and support the booking of courses, workshops, events and performances.
- To be aware of and demonstrate the principles of our GDPR policies.
- To be aware of and demonstrate the values of our Equity & Inclusion Policy.
- To support with the access, security and safe evacuation of the venue.

General accountabilities

- To demonstrate a commitment to the Corn Exchange Trust's core values.

CORN EXCHANGE

Market Place | Newbury

Berkshire | RG14 5DB

Box Office 01635 522733

Administration 01635 582666

Email admin@cornexchangenew.co.uk

www.cornexchangenew.com

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Registered in England No 3908975

- To treat all information as strictly private and confidential, maintaining confidentiality at all times.
- To publicly represent the Corn Exchange Trust in a professional manner
- To be fully conversant with the organisation's health & safety, safeguarding and EDIB policies and to work within their principles at all times.
- To support in other ways as may be reasonably requested.

Requirements

The skills and experience to demonstrate in your application are:

- A welcoming, friendly and open manner towards all visitors.
- Good communication skills, including the ability to understand and respond to written and spoken instructions and briefings.
- Good timekeeping with the ability to be reliable and commit to agreed/regular shifts.
- Confidence and ability to aid the Duty Manager with evacuation of the building. (Full training will be given).
- A polite and calm manner, able to manage unexpected situations.
- Enthusiasm for promoting and representing the Corn Exchange.
- You might have previous experience of working in hospitality, with an ability to accurately handle money and stock, but training can be provided.

Benefits

- 10% discount in café and bar
- Free theatre tickets for the Corn Exchange and the Old Library (conditions apply)
- Free relevant training
- Invitation to social events as and when organized
- Connection to a wide group of like-minded people, passionate about arts, community and bringing a bit of joy to every day.

We are looking for a small core team of volunteers to join us as we open this exciting new venue with community wellbeing at its heart. This volunteer role would be ideal for anyone looking for a regular role and able to commit to supporting the running of the venue. All training will be provided.

If you would like to express interest, please send through your CV and a cover letter outlining your experience and reasons for your interest in a volunteer role with the Corn Exchange at the Old Library.

We will follow a shortlisting and informal interview process to appoint a small volunteer team.

Shortlisting will commence mid January and we will be in touch shortly after that.

For more information or to express interest, please email recruitment@cornexchangenew.co.uk

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