

## GAMES MANIA VOLUNTEER AT GLASGOW SCIENCE CENTRE

**Glasgow Science Centre, Pacific Quay, Glasgow, G51 1EA**

We are looking for enthusiastic individuals to support delivery of a new gaming festival 'GamesMania' which will run from the 27<sup>th</sup> of June until the 16<sup>th</sup> of July 2018. We will be celebrating 4 decades of gaming at this interactive event, where visitors can enjoy hundreds of the most popular video games ever made for computers, consoles and arcade machines.

### Purpose of Role

We are looking to enhance our visitor experience by offering volunteer placements to deliver additional customer service and support delivery of this festival. In this role, you will have the chance to develop your customer service, communication and team working skills as part of a dynamic team. This role is ideal if you are looking to build your confidence and gain skills for future employment or study.

### Main Tasks

- Assist us in providing a 5 star experience to visitors at the event
- Assist with meeting and greeting visitors, as well as clearing the space at the end of allotted sessions.
- Directing and advising visitors about other areas of the building and the services we provide.
- Supporting the Café with tidying tables during busy times.
- Taking electronic feedback questionnaires from visitors.

### Required Skills, Qualities and Experience

- Good communication skills.
- Enjoy customer interaction.
- A genuine enthusiasm for providing excellent customer service.
- Able to work in a busy/noisy environment.
- Excited about learning new skills.
- Able to work as part of a team.
- Experience working with the public – desirable but not essential.
- PVG disclosure checked – desirable but not essential.
- You will not be expected to provide technical support for the computer systems, but a general interest in gaming would be an advantage.

## Where and When

You must be available for at least 6 x 4 hour shifts during the festival period (27<sup>th</sup> June-16<sup>th</sup> July).

Daytime shift times: 10.00 – 14.00, 13.45 – 17.45

Weekend Shifts: 10.00 – 14.00, 13.45 – 17.45

Evening Shifts: 18.30 – 22.30 (we will be open one or two evenings per week)

You Volunteer Coordinators will be Francine Mills and Emma Woodham.

Interviews will take place on Monday 4<sup>th</sup> June.

You must be available to attend a training day on **Tuesday 25<sup>th</sup> of June** (afternoon or evening).

## Training and Support Provided

You will have a Volunteer Coordinator who will support/mentor you through your placement at GSC  
You will experience time as a visitor to the event at the orientation/training day on the **25<sup>th</sup> of June** to familiarise yourself with the games.

You will be trained in our Child Protection Policies and how to aid lost children.

You will be given Health and Safety induction and knowledge of how to seek help in a first aid situation

You will be mentored in how to deliver excellent customer service

You will be given training in our Company Values and Behaviours.

## Other Information

You must be 16 years of age minimum to volunteer (18 years for the evening shifts)

Travel expenses to and from Glasgow Science Centre are reimbursed from the Greater Glasgow area.

We are looking for applications from people of all ages and levels of experience.

Volunteer Dates are from 27<sup>th</sup> June – 16<sup>th</sup> July with possible extension beyond these dates.

Transportation to Glasgow Science Centre is via train to Exhibition Centre, McGill's Buses 23 or 26 to Govan Road or Subway to Ibrox or Cessnock. Free parking available but limited during very busy Summer holidays.

## How to Become a Games Mania Volunteer

If you are interested in getting involved, then we would love to hear from you! To apply, please complete the short volunteer application form available to download from our website and send to [volunteers@glasgowsciencecentre.org](mailto:volunteers@glasgowsciencecentre.org) by 24<sup>th</sup> May 2018.