

## Volunteer Front of House Role BCB 2019 Festival

Supporting the 2019 British Ceramics Biennial's Marketing and Communications team.

### Background

The British Ceramics Biennial is the premier event in the UK's ceramics calendar. In 2019, the festival will take place in Stoke-on-Trent between 7<sup>th</sup> September and 13<sup>th</sup> October. Across this 5-week period, we expect over 70,000 to visit the British Ceramics Biennial across its four sites: Spode Works, World of Wedgwood, Middleport Pottery, The Potteries Museum and Art Gallery. Visitors will view new commissions from UK artists at the forefront of contemporary UK ceramics, experience work by artists-in-residence from India and Korea and have fun exploring clay themselves in The Clay Quarter, our messy and experimental engagement space.

### Role

British Ceramics Biennial Front of House Volunteers will be the eyes and ears of the organisation, helping our audience members navigate through the exhibitions and around the Spode site. You will have the chance to share your passion and knowledge for arts, ceramics and Stoke-on-Trent with our visitors whilst being around to answer any questions or lend a helping hand.

The role involves:

- Meeting and greeting the public
- Directing visitors around the historic Spode site
- Answering queries about the artworks/exhibitions/events
- Informing visitors about current exhibitions, events and activities to help them plan their visit
- Distributing festival programmes
- Working with the BCB Marketing and Exhibitions team

### Location

China Hall, Spode Works

### Who are we looking for?

We are looking for outgoing individuals who have a passion for arts/culture/ceramics/Stoke-on-Trent and who feel comfortable talking to members of the public. This is an excellent opportunity for those who are interested in learning and sharing experience and knowledge with our audiences. This role will give you an insight into a BCB festival as well as providing you with a deeper understanding of the artworks, exhibitions and programme.

You will need to be:

- Able to work independently with minimal supervision.
- Able to answer enquiries in a friendly and helpful manner; be friendly and approachable to all visitors
- Have good communication skills, willing to share information with visitors without being asked
- Enthusiastic and interested to learn about the artwork, exhibitions and events during the festival.
- Able to take brief notes of feedback from people.

### What will you receive?

- A briefing about the British Ceramics Biennial, including information on the artists and exhibitions across the four sites.
- Insight into the artworks and inspiration, the artists we work with and the wider BCB programme
- Reasonable travel expenses and refreshments. (For those volunteering for a full day, lunch will be provided).
- Experience of working alongside artists and professionals from various industries. Including arts, education, health and community.
- A reference