



## ROLE DESCRIPTION – LSI VOLUNTEERS

**DATE** 12 JUNE 2018

Bridport's Literary and Scientific Institute has been transformed into a unique venue that provides hot desks, event, training and meeting space alongside a fabulous café. The beautifully restored Grade II\* listed building is a new centre for enterprise and a focus for future growth in Bridport.

*The LSI is owned by local charity Bridport Area Development Trust, an organisation run by volunteer trustees for community benefit. Any surplus income is used for the preservation/upkeep of the LSI and other charitable trust projects in the Bridport area.*

We are looking for outgoing, personable and friendly Meet & Greet volunteers to join our team to support the services and facilities that we offer. The volunteer sessions will usually be for a few hours, primarily over the busy middle of the day, Monday to Saturday – and the role is described below. We are also keen to meet volunteers who would be interested to carry out research or organise events programmes such as summer holiday or Christmas lectures/activities for kids.

Volunteers are entitled to light refreshments in The Alembic Canteen for each session.

If you would like to talk to us about these roles, please call us on 07780 558 007, email us on [centremanager@lsibridport.co.uk](mailto:centremanager@lsibridport.co.uk) - or come in to the LSI and chat with us to see how we might work together.

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**Meet and Greet** This role will include meeting and greeting members of the public and business-people wanting to find out more about the facilities. It will also cover managing bookings of the Workhub and meeting rooms. The main location of the activity will be at the reception bar in The Alembic canteen.

Duties will include:

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- greet people when they come into the building and make enquiries about meeting rooms, hot desks, event venue
  - offer a guided tour, and show them the different facilities, also alerting them to the 'timeline' and video in the Courtyard
  - hand the visitors a copy of the tariff sheet and the marketing card. Tell them about the registration process and how to book facilities
  - if a catered event is required, introduce them to The Alembic staff for information about menus etc.

- listen to their requirements and know enough about the booking options to be able to offer the best solution
- pro-actively look out for people who look like they might be interested in the building or the facilities and approach them in a friendly and helpful way
- be able to book people into the meeting rooms by checking availability and booking into the online booking system on their behalf for payment through the till, ensuring they sign Ts&Cs at point of booking
- be able to direct people to book their hot desk Drop-in via the till, ensuring they sign Ts&Cs. Also, book the Drop-in into the online booking system on their behalf.

Training on the booking system will be given.

While these comprise the 'reception' duties, there may be occasional ad hoc administrative tasks, by agreement and according to skills and experience.

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**Research and Events**

There are some initiatives at the LSI for which we are seeking volunteer assistance, including:

- Benchmarking research
  - Measurement and feedback for ongoing improvement of services
  - Marketing materials production and distribution
  - Events programmes for childrens' lectures
  - Events programmes for arts events.
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## **Background to the LSI**

LSI Bridport is a major restoration and redevelopment project, funded by the Heritage Lottery Fund. The building was converted by the Bridport Area Development Trust to provide a hub for the support and development of business. Spaces in the building include:

- fit for purpose, well equipped training space
- meeting facilities
- work hub and innovation space with access to high speed broadband provision
- small office spaces
- café/eatery that will also host occasional evening talks and events
- newly fitted kitchen for the above
- relaxed orientation space with seating for informal meetings

The aspiration of the LSI is to become more than just a beautiful historic building with office space. Partnerships with strategic networks and organisations will develop business support services and the management of the workspace within the building will encourage and enable collaborative and creative working practices. The building is open to the public who are welcomed into The Alembic canteen; meeting and training space is easily booked for a range of uses and a programme of talks and activities will reflect the historic context of the Literary and Scientific Institute. The LSI will build on its positioning as a strategically important hub for local economic development and become the 'go to' venue for business support and services and an important focal venue for the local community.

For more information, visit our website at [www.lsibridport.co.uk](http://www.lsibridport.co.uk).