



Story Street Facilitator Role Description

About Discover

Discover Children's Story Centre is a venue which incorporates literature, immersive play, theatre, and storytelling through hands-on and exploratory means for children ages 0-11 years, their families, carers, and teachers. Discover is a registered charity, and all proceeds go directly into delivering high quality innovative work. In a standard week we are expecting over 1800 visitors to the centre.

Main Purpose of Role

The Story Street Facilitator (SSF) will provide an engaged, friendly, and helpful contact for the visitors in our Story Street. The Facilitator will welcome families and community groups to enhance their experience of this outdoor space.

Main Contact:

The Volunteer manager, but as part of the Discover Team can seek assistance and guidance from Duty Managers and Supervisors.

Role Specifics

Main duties

- Proactively meet and greet all visitors arriving at Story Street and engage with them in an open, welcoming, and friendly manner.
- Help visitors to engage and activate the space, by showing them what activities they can do in the space.
- Be an ambassador for Discover, understanding we are a charity and engaging where appropriate with visitors about our work and our events program.

Engagement

- Some visitors find interaction with play spaces difficult, so this role involves leading by example, like drawing on the street with chalks to show families this is okay to do so.
- Engaging with families to prompt imaginative play and creativity

Health & Safety

- Using a walkie talkie after training to contact the Duty Manager with any health and safety concerns.
- Keeping an eye on the perimeter to reduce the chances of children or adults entering or exiting the space through closed channels.
- Alerting the Duty Manager if a child is found without a parent or a parent reports a lost child. Also, if a First Aider is required.



Setting up, Tidy, Pack Down

- Each morning set up the play street with all equipment e.g. cardboard boxes for monsters making and space hoppers.
- Tidying and re-setting the space when necessary.
- Packing up the street at the end of the day.
- You may be called upon to tidy craft areas inside the centre when it is very busy.

About You

- Good communication skills.
- A positive ethic demonstrating reliability, responsibility, and punctuality.
- A positive outlook with families and desire to learn more about how to engage them in learning through play.

What you can expect

- Volunteer t shirt and badge.
- Travel to and from the venue paid.
- Support and mentoring by the Volunteer Manager and Discover Team.
- Lunch each day from our café. Also, free tea and coffee through the day.
- Discounts in the shop and café.