



One iconic venue.
Hundreds of stories
to tell

Role: Customer Service Volunteer

Length of role: This role is for a period of three months.

Time commitment: We are looking for volunteers who can either:

- Commit at least 2 hours per week on a weekday between 10am-4pm **and/or**
- Volunteer for one-off evening or weekend events (dates will be shared in advance to sign up to)

This opportunity is open to adults over the age of 18.

Seventeen Nineteen is a community cultural project in the heart of Old Sunderland. Housed in the former Holy Trinity Church, Sunderland's first parish church, Seventeen Nineteen has hundreds of stories to tell, that reach all the way back to the birth of Sunderland itself. This stunning building - once on the brink of destruction - has been renovated and restored in collaboration with The National Lottery Heritage Fund, to preserve the shared heritage of our local community, and play a part in Sunderland's current cultural network. The project provides a hub for local creative practitioners to deliver workshops and activities that bring heritage crafts and skills to new audiences, keeping our traditions alive. By night, the space is transformed into a 160-capacity performance venue for folk, jazz, choir and classical music. Through a diverse programme of events, and a deep connection to Sunderland's past, Seventeen Nineteen has something to offer for everyone.

Everybody is welcome to join our volunteer team. We promote acceptance, celebrate diversity and aim to make the experience of all our volunteers impactful, memorable and enjoyable. We are looking for volunteers who are imaginative, open-minded and can bring lots of enthusiasm to their role. Read on to find out more about the role.

E: tmienie@hecct.org.uk M: 07919 543 016

Holy Trinity Church, Church Street East, Sunderland, SR1 2BB

Follow us: [@17nineteen](https://www.instagram.com/17nineteen) [f](https://www.facebook.com/17nineteen) [t](https://www.twitter.com/17nineteen) [in](https://www.linkedin.com/company/17nineteen) [y](https://www.youtube.com/channel/UC17nineteen)





One iconic venue.
Hundreds of stories
to tell

Role: Customer Service Volunteer

What will you do?

- Welcome visitors to Seventeen Nineteen.
- Direct visitors to different spaces (like the toilets, café, or a workshop space).
- Answer questions about the building and its history.
- Speak to visitors about upcoming events and what's on in the building.
- Keep the building clean and tidy by restocking flyers, cleaning up mess and emptying bins.
- Assist staff with setting out or stacking chairs and tables for events.
- Fold and staple 'What's On' guides when needed.
- Assist visitors who request access support (for example pointing out step-free access routes, handing out sensory packs to families, or showing visitors how to use the portable hearing loop).
- Check posters on display are up-to-date.

What skills, qualities and values are we looking for?

- Friendly
- Welcoming
- Helpful and proactive
- Respectful
- Curious

What will you gain?

- Experience of communicating with diverse audiences of all ages and abilities.
- Experience of setting up for events.
- Knowledge of local history.
- Lots of social interactions with visitors.
- Experience of working in a small team of staff and other volunteers.

E: tmienie@thecct.org.uk M: 07919 543 016

Holy Trinity Church, Church Street East, Sunderland, SR1 2BB

Follow us: [@17nineteen](https://www.instagram.com/17nineteen) [f](https://www.facebook.com/17nineteen) [t](https://www.twitter.com/17nineteen) [in](https://www.linkedin.com/company/17nineteen) [y](https://www.youtube.com/channel/UC17nineteen)





**One iconic venue.
Hundreds of stories
to tell**

Role: Customer Service Volunteer

Volunteers are entitled to:

- All volunteers may claim back reasonable travel expenses each time they volunteer with Seventeen Nineteen.
- All volunteers are entitled to one hot or cold drink from the café during their volunteering shift free of charge.
- Complimentary tickets to music or theatre performances are available to volunteers, subject to availability and our fair use policy.
- Volunteers gain a reference from the Churches Conservation Trust after three months of volunteering.

How will you be supported?

- Volunteers are supported by the staff team, with a named member of staff as your lead contact for each shift.
- All volunteers receive an induction to the building before they begin their volunteering to keep them safe.
- All volunteers receive training specific to their role.
- There are opportunities for volunteers to take part in additional skills-based training programmes.
- Volunteer socials are arranged quarterly so you can get to know other volunteers.
- Seventeen Nineteen is committed to ensuring equal opportunities for everyone who applies to volunteer.

How will you make a difference?

Seventeen Nineteen plans and delivers hundreds of events per year. With just a tiny team of five staff, we rely on volunteers to help us make visitors feel welcome and to set up for events and activities. As part of our volunteer team, you will help revitalise the East End of Sunderland, playing a key role in bringing heritage, arts and culture to Old Sunderland and building relationships with audiences.

E: tmienie@thecct.org.uk M: 07919 543 016

Holy Trinity Church, Church Street East, Sunderland, SR1 2BB

Follow us: [@17nineteen](https://www.instagram.com/17nineteen) [f](https://www.facebook.com/17nineteen) [t](https://www.twitter.com/17nineteen) [in](https://www.linkedin.com/company/17nineteen) [@](https://www.youtube.com/channel/UC17nineteen) [v](https://www.youtube.com/channel/UC17nineteen)





One iconic venue.
Hundreds of stories
to tell

Role: Customer Service Volunteer

How to apply:

There are several ways to apply for this role. You can:

- Apply online. [Click here](#) to be redirected to the online form
- Download the editable form (Word document) by [clicking here](#) and email your answers to Posy pjowett@thecct.org.uk
- Download and print the PDF version of the form by [clicking here](#) and sending to print. Return in person to Seventeen Nineteen or by post to:
Seventeen Nineteen
Church Street East
Sunderland
SR1 2BB
- Send us an audio or video recording of your answers
- If you have any additional accessibility requirements, please get in touch with Posy pjowett@thecct.org.uk to discuss options

Got any questions?

Get in touch with Posy with any questions by emailing pjowett@thecct.org.uk

Please note Posy is on leave until Monday 15 January 2024, and will respond to your applications or questions upon her return.

E: tmienie@thecct.org.uk M: 07919 543 016

Holy Trinity Church, Church Street East, Sunderland, SR1 2BB

Follow us: [@17nineteen](#) [f](#) [t](#) [in](#) [@](#) [v](#)

