

# VOLUNTEER ROLE DESCRIPTION

<b>Role/title</b>	Commercial Events Support Volunteer
<b>Location</b>	Old Royal Naval College – Foundation House/Remote
<b>Purpose of role</b>	<p>The Old Royal Naval College (ORNC) is one of London’s most famous riverside landmarks. Our 104 volunteers not only serve as the ‘friendly face’ of our organisation, we also welcome those wishing to bring a host of professional and life skills as well as those seeking to enhance their existing professional skillset.</p> <p>In this support volunteering role, you will be working within a small and busy Commercial Events Team, working with clients and colleagues, scheduling, researching and working with the team to develop and follow up creative programming ideas.</p> <p>The role is mainly office based (limited remote working can be discussed)</p> <p>Interviews will be held online on Friday August 6<sup>th</sup> – please save the date.</p>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Responding to Clients</li> <li>• Bookings and availability check in booking system and site diary</li> <li>• Liaising with ORNC departments, partners &amp; contractors to facilitate &amp; deliver event requests</li> <li>• Research – venue and events, creative ideas and new suppliers</li> <li>• Supporting ORNC and Commercial Events</li> </ul>
<b>Time commitment</b>	Flexible – min 7 hours per week but more possible
<b>Minimum Age requirements</b>	18
<b>Training Support and Other benefits</b>	<p>As ORNC volunteers you will receive:</p> <ul style="list-style-type: none"> <li>• A full induction, in-house training and support from experienced heritage professionals</li> <li>• Regular support and supervision from the Volunteer Manager and the Commercial Team</li> <li>• Local discounts in shop and cafes</li> <li>• Free access to the site attractions</li> <li>• Travel costs of up to £15 per day will be reimbursed based on Oyster card/travel receipts/mileage</li> <li>• £3.50 towards lunch for a five-hour shift or more</li> </ul> <p>Volunteers will have the opportunity to: Develop event management skills Improve administrative skills</p>

	<p>Become part of a small, friendly and passionate team</p> <p>Potential opportunity to attend exclusive events</p> <p>Experience working with high profile clients</p>
<b>Skills and Experience</b>	<p>We are looking for someone who would like to develop their skills in a Commercial Events environment. We welcome prior experience of customer service, knowledge of booking systems and scheduling, passion for creative and artistic live events.</p> <p>Good attention to detail, excellent communication and a self-motivated and team player approach are desirable.</p>
<b>Policy and record checks</b>	<p>N/A</p> <p>Confidentiality form</p>
<b>Reporting to</b>	Head of Visitor Experience and Commercial
<b>Contact person</b>	Kate Miners <a href="mailto:kminers@ornc.org">kminers@ornc.org</a>