



# VOLUNTEER ROLE DESCRIPTION

<b>Role/title</b>	Visitor Host Volunteer
<b>Location</b>	Old Royal Naval College, King William Walk, Greenwich SE10 9LW
<b>Purpose of role</b>	<p>The Old Royal Naval College is one of London's most famous riverside landmarks at the heart of the Maritime Greenwich World Heritage Site. Our charitable aims are to preserve the fabric of this historical site and to educate the public, sharing the 500 years of rich history, linking an incredible cast of monarchs and famous British figures including King Henry VIII, Queen Elizabeth I, William and Mary, Lord Nelson and William Shakespeare. Sir Christopher Wren's riverside masterpiece attracts over 1.8 million visitors a year and is in the top 15 visitor attractions in London.</p> <p>Our front-of-house staff and volunteers play a pivotal role in the visitors' experience, by being the 'friendly face' of our organisation, welcoming, directing visitors and guests, helping people to understand a bit more about our site and generally being warm and helpful.</p> <p>Visitor Hosts may be positioned by themselves or in pairs, but are part of a wider team of staff and volunteers supporting our events and activities. Although helping in a front-of-house capacity, volunteers are not responsible for security, evacuations or visitor behaviour.</p> <p>The main purpose of the role is to provide information to our visitors about what there is to see at the Old Royal Naval College. Enthuse people about our spectacular architecture, our history and stories and encourage visits to the Painted Hall, our breathtaking masterpiece. Full induction and training will be provided and you will be given support whenever you need it.</p> <p>You will have the opportunity to:</p> <ul style="list-style-type: none"><li>• Join a friendly, enthusiastic, and supportive team of volunteers</li><li>• Use your great customer service skills to enhance people's visits</li><li>• Meet people of all ages and backgrounds</li><li>• Contribute to the ORNC's public engagement and accessibility remit</li><li>• Improve your awareness of the collections and buildings</li></ul>
<b>Key Responsibilities</b>	<p>What you can expect in this role:</p> <ul style="list-style-type: none"><li>• You will enjoy welcoming and talking to people and will be confident interacting with everyone from families to VIP guests.</li><li>• Enthusiasm for our site is more important than expertise, but even more important is a good knowledge of what's where and how to find it.</li><li>• Things don't always go to plan, so a flexible approach is key.</li><li>• You will demonstrate a sense of responsibility in representing the ORNC and appreciate the importance of excellent customer service.</li><li>• Most opportunities require standing for the duration of the session and/or being in a busy and bustling environment. Please advise us if you have any support needs or concerns about this.</li></ul>
<b>Time Expectations</b>	Minimum of 2 shifts per week (7 hours total) and availability to attend all training dates prior to commencement.
<b>Minimum age requirements</b>	16



<b>Training Support and Other benefits</b>	<p>As ORNC volunteers you will receive:</p> <ul style="list-style-type: none"><li>• Receive a full induction, in-house training and support from experienced heritage professionals</li><li>• Regular support and supervision from the Volunteer Manager</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:</p> <ul style="list-style-type: none"><li>• Become part of a friendly dedicated and new team.</li><li>• Meet people from all walks of life and make new friends.</li><li>• Enjoy new experiences whilst sharing a passion for history and the ORNC.</li><li>• Develop public speaking and story-telling skills</li></ul>
<b>Skills and Experience</b>	<ul style="list-style-type: none"><li>• Pleasant friendly manner, polite under pressure</li><li>• Interested in working with a wide variety of people</li><li>• Interested in engaging wide audiences and sharing short stories</li><li>• Good communication and people skills</li><li>• Desirable: customer facing experience</li><li>• Desirable: General knowledge and enthusiasm for the subject and content of the ORNC, for example British History, art and architecture, or conservation</li></ul>
<b>Reporting to</b>	Volunteer Manager, Visitor Experience Team Manager, Team Leader
<b>Contact person</b>	Marina Paraskevaidi, Volunteer Manager <a href="mailto:volunteer@ornc.org">volunteer@ornc.org</a>