



ROLE DESCRIPTION

Role/title	Visitor Host Volunteer
Location	Old Royal Naval College, King William Walk, Greenwich SE10 9LW
Purpose of role	<p>Old Royal Naval College is the centrepiece of Maritime Greenwich, a UNESCO World Heritage Site and a celebrated 600-year-old history. Today this must-see London landmark is a popular visitor attraction and home to the magnificent Painted Hall, one of the finest Baroque interiors in Europe; epic art installations, events and a world-famous film and TV location. Visitors can enjoy award-winning tours, discover Tudor archaeological finds and explore the Christopher Wren-designed buildings and beautiful riverside grounds.</p> <p>The Greenwich Foundation for the Old Royal Naval College now in its 26th year, is a charity that conserves and protects the magnificent Baroque buildings and grounds of the Old Royal Naval College for present and future generations and provides opportunities for diverse audiences to enjoy, be inspired and learn from its significance.</p> <p>Our plans are ambitious as we build an extraordinary cultural and eventful destination, a place of exploration, spectacle, stewardship and independence. We put our values at the heart of what we do; we are bold, embracing, resourceful and imaginative.</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 and promote to our visitors 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">• Join a friendly, enthusiastic, and supportive team of volunteers.• Use your great customer service skills to enhance people's visits.• Meet people of all ages and backgrounds.• Contribute to the ORNC's public engagement and accessibility remit.• Improve your awareness of the collections and buildings.

Key Responsibilities	What you can expect in this role: <ul style="list-style-type: none"> • You will enjoy welcoming and talking to people and will be confident interacting with everyone from families to VIP guests. • 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. • Things don't always go to plan, so a flexible approach is key. • You will demonstrate a sense of responsibility in representing the ORNC and appreciate the importance of excellent customer service. • Most opportunities, such as evening or special events, 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.
Time Expectations	<p>Minimum of 1 shift per week (3.5 hours total) and availability to attend all training dates prior to commencement.</p> <p>Interviews will be held at the end of October 2023 and training will run in the beginning of November 2023.</p>
Minimum age requirements	<p>18</p> <p>We are offering opportunities for younger volunteers. Please look at our website or contact volunteer@ornc.org</p>
Training Support and Other benefits	As ORNC volunteers you will receive: <ul style="list-style-type: none"> • Receive a full induction, in-house training and support from experienced heritage professionals. • Regular support and supervision from the Volunteer Supervisor. • Local discounts in shop and cafes. • Free access to the site attractions. • Travel costs of up to £15 per day will be reimbursed based on Oyster card/travel receipts/mileage. • £3.50 towards lunch for a five-hour shift or more. • Uniform and sash provided. <ul style="list-style-type: none"> • Volunteers will have the opportunity to: <ul style="list-style-type: none"> • Become part of a friendly dedicated and new team. • Meet people from all walks of life and make new friends. • Enjoy new experiences whilst sharing a passion for history and the ORNC. <p>Develop public speaking and story-telling skills.</p>
Skills and Experience	<ul style="list-style-type: none"> • Pleasant friendly manner, polite under pressure. • Interested in working with a wide variety of people. • Interested in engaging wide audiences and sharing short stories. • Good communication and people skills. • Desirable: customer facing experience. <p>Desirable: General knowledge and enthusiasm for the subject and content of the ORNC, for example British History, art and architecture, or conservation.</p>
Reporting to	<p>Volunteer Supervisor, Visitor Experience Manager, Team Leader</p>
Contact person	<p>Salvatore Capuano, Volunteer Supervisor volunteer@ornc.org</p>