

# VOLUNTEER ROLE DESCRIPTION

<b>Role/title</b>	Volunteer Event Steward
<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 600 years of rich history, linking an incredible cast of monarchs and famous British figures including King Henry VIII, Queen Elizabeth I, William and Mary, 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 Event Steward Volunteers play a vital role in creating a welcoming and enjoyable experience for guests during events at the Old Royal Naval College and delivering five star visitor experience. You will be the friendly face of our organisation ensuring we deliver our ambitious targets, greeting and directing visitors, assisting with queries, and ensuring everyone feels comfortable and informed.</p> <p>Volunteer Event Stewards will collaborate closely with the Event Team Leader and the Commercial Team to deliver both daytime and evening events. While you will assist in a front-of-house capacity, please note that volunteers are not responsible for security, evacuations, or visitor behaviour.</p> <p><b>Main Purpose of the Role:</b></p> <ul style="list-style-type: none"> <li>• Provide information and guidance to visitors during events.</li> <li>• Direct visitors with wayfinding across the site</li> <li>• Support the smooth running of activities in coordination with the event delivery team.</li> <li>• Promote the Old Royal Naval College and its offerings, including the Painted Hall, tours and exhibitions.</li> </ul> <p><b>You will have the opportunity to:</b></p> <ul style="list-style-type: none"> <li>• Join a friendly, enthusiastic, and supportive team.</li> <li>• Use your customer service skills to enhance guest experiences.</li> <li>• Meet people from diverse backgrounds.</li> <li>• Contribute to the success of our commercial events and public engagement.</li> <li>• Learn more about our history, architecture, and collections.</li> </ul> <p>Full induction and training will be provided, and support will be available whenever you need it.</p>

<b>Key Responsibilities</b>	<p><b>What you can expect in this role:</b></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, such 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.</li> </ul>
<b>Time Expectations</b>	Minimum of 1 shift per week (3 hours total) and availability to attend all training dates prior to commencement.

<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>• Receive a full induction, in-house training and support from experienced heritage professionals.</li> <li>• Regular support and supervision from the Volunteer Supervisor.</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>• £4.75 towards lunch for a five-hour shift or more.</li> <li>• Uniform and sash provided.</li> </ul> <p><b>Volunteers will have the opportunity to:</b></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> <li>• Desirable: previous experience of working on in a theatre, live entertainment venue or events at a cultural organisation.</li> </ul>
<b>Reporting to</b>	Volunteer Supervisor, Head of Commercial, Event Team Leaders
<b>Contact person</b>	Salvatore Capuano, Volunteer Supervisor <a href="mailto:volunteer@ornc.org">volunteer@ornc.org</a>