



## National Memorial Arboretum Role Description Foodservices Volunteer

### **What is the National Memorial Arboretum?**

The National Memorial Arboretum in Staffordshire is the UK's year-round Centre for Remembrance; it is a place which helps people to reflect and to be inspired, a place where they can celebrate lives lived and commemorate lives lost in service. Located in the heart of the country, in the National Forest, with approximately 25,000 maturing trees and over 400 memorials across a 150-acre site, the Arboretum is a beautiful and lasting tribute to those who have served, suffered and sacrificed on behalf of the Nation.

### **What does a Foodservices Volunteer do?**

Foodservices Volunteers undertake a wide variety of tasks to support the Foodservices team. Providing a high level of customer service our Foodservices volunteers act as ambassadors for the Arboretum, help visitors with Restaurant facilities and provide guidance, support and basic site information and direction.

### **Typical activities as a Foodservices volunteer:**

- Clearing and cleaning tables.
- Responsible for cleanliness of the inside and outside seating areas.
- Provide high level of customer service.
- Assist people when the need arises.
- Support with stock management to maintain high display standards
- Support within food servery/coffee preparation areas
- Support within Aspects functions for large events/and or commercial events

### **This may suit people who:**

- Have an interest in hospitality
- An active lifestyle
- Enjoy and thrive working in teams and meeting people from a wide range of backgrounds.
- Have a pleasant and friendly manner and a desire to provide great support in all that you do
- Like to provide excellent customer service
- Would like to use existing skills and develop new ones.

### **Time commitment:**

- A regular weekly or monthly commitment of time.

### **In return for your commitment, you will receive:**

- Day-to-day support and training from other members of the team and a chance to build on existing skills and develop new ones.

- An opportunity to meet new people and undertake interesting and rewarding duties.
- Access to the electronic volunteer portal 'Better Impact'
- Weekly internal newsletters 'Newsleaf' and invitations to quarterly team presentations
- 50% discount in our Restaurant when on duty (special terms apply) and free tea & coffee from the staff room (while on duty)
- 20% discount in our Gift Shop
- Free car parking (for use when on or off duty)
- Invitations to team social events
- Volunteer uniform
- Travel Expenses - Mileage at 0.45p mile between home and the Arboretum will be reimbursed up to a maximum of 60 miles, per return journey, for each volunteering duty day.

### **Our values and behaviours**

- Service, Collaboration, Passion, Excellence, Valuing our People

All member of our team you are asked to adhere to our values and behaviours and all volunteers are asked to sign a volunteering 'agreement'.

This role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract.