

## **National Memorial Arboretum**

### **Role Description – Meet and Greet**

#### **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 30,000 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.

#### **Meet and Greet Volunteer Role Overview**

A Meet and Greet volunteer provides the initial friendly welcome to the Arboretum.

The role supports in signposting daily activities for our visitors and directing people to the Welcome Desk to book activities or receive additional information.

The Meet and Greet volunteers are key to the first impression our visitors have. They are knowledgeable about what our site has to offer and able to direct visitors around our Remembrance Centre, key locations and the site.

Volunteers in this role are passionate about the Arboretum, visitor focused and can offer consistently excellent visitor experiences. They will also actively support communicating our policies and procedures such as our dog policy and site rules.

Volunteers in this role may also support with the meet and greet of our many coach trips and there are also wider opportunities to support with the events team. They will also support in advertising future events.

Meet and Greet volunteers are welcome to develop their skills by also learning the Welcome Desk tills and operation.

#### **Who will this role suit?**

- People focused individuals, who enjoy interacting with the public and display excellent interpersonal skills
- Individuals who are excellent communicators
- Individuals who can use their judgement to engage with visitors, sometimes in a difficult or sensitive situation
- Those who are committed to acting in line with the Royal British Legion's policies and procedures, including those related to data protection, confidentiality, safeguarding, health and safety, equality, and diversity
- Someone who is willing and able to give a regular commitment of time
- Someone who is interested in learning about the history of the Arboretum, including our site, our memorials and our nature
- Someone who can be an excellent ambassador for the Arboretum

- An individual who is sympathetic to the values of the Royal British Legion and the Arboretum
- Those who can actively engage with all of our visitors as we welcome them onto site.

### **What will you be doing whilst on duty?**

- You will become part of the wider Arboretum team and work closely with the Welcome Desk team to offer a warm and friendly welcome to our visitors. Further development opportunities to support on the tills are available on request.
- Sensitively engage with visitors to site, recognising that each visitors' motivations and needs are different, and helping them get the most out of their visit
- Offering information and opportunities to visitors to help them get the most out of their visit (e.g. Land Train timetable, buggy tour offering, directions, free talk times etc.)
- Supporting with events and other seasonal initiatives that help visitors engage with the Arboretum (Such as trails for children, seasonal crafts and much more)
- Be able to confidently use a radio to ensure smooth operation day to day
- Directing visitors where necessary during any emergency evacuations
- Support visitors with the orientation screens in the Remembrance Centre to help them find information such as memorial locations.
- Support with the issuing of mobility scooters and wheelchairs where necessary
- Work closely with the team of Visitor Service Assistants to ensure the very best level of visitor experience.

### **What support will be available to you?**

- A structured training and induction pack for you to work through to help engage you with the site and support your development
- Continuous support from your line manager
- Day to day support from members of the team including the Visitor Service Assistants and wider volunteer teams
- A volunteer agreement that outlines both our expectations of you as well as what you can expect from us.

### **Key Information**

- Shift Times are 9.30am – 4pm during summer trading hours and 9.30am – 3pm during Winter trading hours.
- We ask for a regular weekly commitment to the Meet and Greet team (e.g. 1 full day each week)

- Mileage expenses are paid monthly at £0.45 per mile, to a maximum of 60 miles return per journey for each volunteer day, paid by BACS monthly
- Must be over 16 years of age. Volunteering agreement will begin upon receiving 2 references.

### **What is in it for you?**

- Interesting and rewarding duties
- Meeting new people and making new friends
- Training relevant to your role
- 50% off in The Restaurant on food cooked on site whilst on volunteering duty
- 20% in the Retail shop whilst on duty
- Mileage expenses paid
- Long Service awards
- Team events and socials
- Free car parking, when on or off duty
- Free uniform, including name badge, car parking pass and access card/ lanyard
- Weekly newsletter 'Newsleaf'
- Access to our volunteer system Better Impact to be completely in control of your own time

### **Does the following describe you?**

- Passionate about helping visitors, eager to share knowledge and experience to help others
- Enjoy working in teams and individually
- Have a desire to provide great visitor interactions
- Committed to being the best you can to learn and develop skills
- Remember, you are the first point of contact. First impressions count!

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