



## **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 380 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 Meet and Greet volunteer do?**

A Meet and greet volunteer provides the initial friendly welcome to the National Memorial Arboretum. They support in sign posting the activities of the day and direct people to the welcome desk to book activities or support with additional information. Knowledgeable, visitor-focussed and passionate about the Arboretum, they offer consistently excellent customer service as they help visitors to get the most from their time at the Arboretum by offering information about the site and the range of activities available to enhance a visit here. They also support events and other initiatives which help visitors to engage with the Arboretum.

#### **Sample activities: What will you be doing as a Welcome Desk volunteer?**

- You will be part of a team to offer a warm, friendly welcome to visitors and internal customers at the Entrance and Welcome Desk
- Sensitively engaging with visitors to the site, recognising that each visitor's motivations and needs are different, and helping them all to get the most from their visit
- Offering information and opportunities to visitors to enhance their time at the Arboretum (e.g. train departure times and information on buggy tours, guided walks and talks); actively promoting activities.
- Supporting events and other seasonal initiatives which help visitors to engage with the Arboretum (i.e. directing guests to the Aspects Events building, or giving out family trails and activities during school holidays)
- Supporting the commercial activity of meet and greet for corporate activity in the Aspects building.
- Helping visitors who may need a little extra support by issuing motorised scooters and manual wheelchairs, completing necessary forms, and pointing out the relevant facilities
- Confidently using a radio to interact with team members
- Directing visitors during an emergency evacuation
- Remember you are the first point of contact: first impressions count.



**This may suit people who are:**

- People-focussed, who enjoy dealing with the public and display excellent interpersonal skills
- Excellent verbal communicators
- Able to use their judgment to engage with visitors, sometimes in difficult or sensitive situations
- Committed to acting in line with Royal British Legion policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity
- Willing and able to give a regular commitment of time
- Interested in learning about the National Memorial Arboretum; the history of the site, and the organisations and memorials
- Sympathetic to the values of the National Memorial Arboretum and The Royal British Legion
- An excellent Ambassador for the Arboretum

**What Support will be available to you?**

- A structured training programme to support your learning and development at the start of your volunteering career
- One-to-ones and annual “refresher” training
- Training and opportunities for further development during your volunteering career
- A handbook to support your volunteering
- Day-to-day support from other member of the team and Visitor Service Supervisor
- A volunteer agreement that outlines both our expectations of you as well as what you can expect from us.

**What do you need to know?**

**Time commitment**

A regular weekly commitment of time, ideally a full day each week\* (or a half day at weekends).

\*Full days are 09:30 – 17:00 in summer, and 09:30 – 16:00 in winter.

**Training/Resources**

A structured training programme to support your learning and development at the start of your volunteering career. Subsequent one-to-ones and annual “refresher” training

**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.

**Extra Information**

The minimum age for Volunteer applicants is 16 years old. Two references are required.



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

- Interesting and rewarding duties
- An opportunity to meet new people and make friends
- A chance to build on existing skills and develop new ones
- Training relevant to role
- 50% discount in our Restaurant when on duty (special terms apply) and free tea & coffee
- 10% discount in our Gift Shop
- Long Service Appreciation Awards
- Weekly e-newsletter 'Newsleaf' to help keep you up to date, and Quarterly staff & volunteer presentations
- Volunteer & staff social events
- Volunteer uniform
- Travel expenses
- Free car parking (whether on or off duty)

### **Our values and behaviours**

Does the following describe you?

- Passionate about helping all visitors, eager to share your knowledge and experience to help others
- Enjoy being in teams and with others
- Have a desire to provide great support in all that you do
- Committed to being the best you can and to learn and develop new and existing skills.

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