



National Memorial Arboretum Role Description: Visitor Experience 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 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 Visitor Experience volunteer do?

They provide a friendly welcome, information and support to people who visit every year. Knowledgeable and passionate about the Arboretum, to help visitors get the most out of their time on site and enhance their visit by offering opportunities such as tours, walks and talks. Visitor-focussed and offering excellent customer service, they are ambassadors for the Arboretum.

Sample activities: What will you be doing as a Visitor Experience volunteer?

- 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 (such as train departure times and information on buggy tours, guided walks and talks)
- 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
- Giving information on the memorials, the site and its history when requested by visitors (including searching for trees, pavilions, benches or memorial using the mapping system, and printing location maps as required)
- Confidently using a radio to interact with the Visitor Services team and other volunteers on site, i.e. requesting information on the Armed Forces Memorial
- Opportunity to learn and deliver short informative presentations to visitors when scheduled to do so, i.e. in the Daily Act of Remembrance; at the Shot at Dawn Memorial; FEPOW Building and Armed Forces Memorial (subject to assessment/s and organisational need)
- Driving a golf buggy to take visitors to locations around the Arboretum if requested (subject to assessment)
- Opportunity to learn and deliver buggy tours (subject to assessment and organisational need)
- Opportunity to learn and lead guided walks around the Arboretum (subject to assessment/s and organisational need)
- Knowing where to direct visitors, and assisting the Visitor Services team if requested, during an emergency evacuation
- The position will require you to be in indoor and outdoor environments and in all weather conditions
- You will spend the majority of your day as part of a team, but some duties will be carried out independently
- Remember, you are the first point of contact for visitors – 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 and emotional intelligence 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 represented here
- 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 team to help and support you at the start of your volunteering career, offering 12 weeks' structured support
- Informal, friendly day-to-day support from the Visitor Experience team
- Companionship, friendliness, guidance and support from your volunteer colleagues
- Training and opportunities for further development
- A detailed and informative handbook to support your volunteering
- A volunteer agreement that outlines both our expectations of you, and 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

Mentor and one-to-one trainer available to support your learning and development at the start of your volunteering experience. Additional training opportunities will be offered throughout your volunteering career

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 with the exception of Duke of Edinburgh Students from 15 years.
Two references are required.

What is in it for you?

- Interesting and rewarding duties
- An opportunity to meet new people
- 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 and thrive in 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