



## **National Memorial Arboretum**

### **Role Description: Food Services 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.

#### **Food Services Volunteer Role Overview**

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

They:

- Assist with clearing and cleaning tables.
- Are 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

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

Individuals who:

- Have an interest in hospitality
- Have 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.

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

- A structured training and induction pack, to guide your development and build confidence in relevant knowledge.
- Continuous support from your line manager.
- A volunteer agreement that outlines both our expectations of you and what you can expect from us.

### **Key Information**

- We ask for a regular weekly time commitment (e.g. one day per week).
- Travel expenses between home and the Arboretum may be claimed at a rate of 45p per mile, up to a maximum of 60 miles per day). These will be paid by BACS monthly.
- Must be over 16 years of age.
- Volunteering agreement will begin upon receiving two satisfactory references.

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

- Interesting and rewarding duties
- Meet new people and make 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
- 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

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