



## **National Memorial Arboretum**

### **Role Description: Meet and Greet 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.

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

A Meet and Greet Volunteer provides the initial friendly welcome to the Arboretum, and are key to the first impression our visitors have. The role supports in signposting daily activities for our visitors and directing people to the Welcome Desk to book activities or receive additional information.

They:

- Are attentive to the needs of visitors, providing accurate information about, and directions to, memorials, trees and other points of interest
- Are visitor-facing, work in all weather conditions and are passionate about the National Memorial Arboretum, our values and what we stand for
- Are able to use their judgement to engage with visitors, sometimes in difficult or sensitive situations
- Offer 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.)
- Actively support communicating our policies and procedures such as our dog policy and site rules
- Support events and seasonal initiatives that help visitors engage with the National Memorial Arboretum, such as trails for children or seasonal crafts
- Use a radio confidently to communicate with other staff and volunteers
- Direct visitors during emergency evacuations
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- 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

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

Individuals who are:

- Keen to engage with visitors and provide a welcome to the Arboretum
- Good communicators and display excellent interpersonal skills
- Able to use their judgement to engage with visitors, sometimes in difficult or sensitive situations
- 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
- Willing and able to give a regular commitment of time
- Interested in learning about the Arboretum, including details of the site, memorials and nature
- Able to act as excellent ambassadors for the National Memorial Arboretum
- Sympathetic to, and will adopt, the values of the Royal British Legion and the National Memorial Arboretum

### **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
- Day to day support from Visitor Service Assistants and wider volunteer teams
- A volunteer agreement that outlines both our expectations of you and what you can expect from us



## **Key Information**

- Shift times are 9.30am – 4pm during Summer trading hours and 9.30 – 3pm during Winter trading hours
- 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.**