

BLETCHLEY PARK

Stewarding role profile

You will need to have confidence in engaging with the public and be committed to providing excellent customer service. You will be willing to commit to stewarding at least once a month. You will be inducted around the various exhibition areas of Bletchley Park, and will be given customer service training including participation on a Welcome Host course.

Key accountabilities:

- To interact with our visitors to provide information about, and sign-posting of, Bletchley Park
- To steward rooms to act as first point of contact and to ensure the security of the collections and buildings
- To know about the collection and exhibits on display, so as to be able to give the visitors a relative amount of information on each exhibit
- To advise visitors on how to obtain more information
- To ensure that Health and Safety policy is adhered to for the safety of our visitors.
- To ensure there are no hazards and everything is operating correctly
- To ensure displays remain clean and tidy

Person specification:

- Strong communication skills and confidence in conversing with the public
- Commitment to excellent customer service
- Common sense and initiative
- Attention to detail
- An interest in the Bletchley Park story
- A willingness to promote the Trust's values
- There will be a fair amount of walking or standing although some seating will be available for occasional use in most areas. Volunteer Stewards are encouraged to stand when approached by a visitor.

Dress code:

Smart business attire required, preferably black trousers / skirt and white shirt / blouse. Smart and comfortable footwear. Smart outerwear for inclement weather. A Bletchley Park scarf or tie will be provided to be worn on duty.

Time commitment:

We ask for a commitment of a minimum of 24 shifts per annum. We hope you may be able to commit for more.

Travel expenses are reimbursed, for round trips of up to 100 miles per day. We offer discounts in our shop and cafes as well as many other benefits.

If you would like to apply to be a volunteer at this historic site please download an application form from our website [here](#).