

# BLETCHLEY PARK

## Volunteer Steward Role Profile

Volunteer Role	Volunteer Steward
Reports to	Head of Operations / Duty Manager
Background	<p>Bletchley Park is a place of exceptional historical importance, open to visitors throughout the year. It remains highly relevant to our lives today and for the future. It is the home of British code breaking and a birthplace of modern information technology. It played a major role in World War Two, producing secret intelligence which had a direct and profound influence on the outcome of the conflict.</p>
Purpose of Role	<ul style="list-style-type: none"><li>• To help ensure that every visitor to Bletchley Park enjoys an excellent visitor experience by providing excellent customer service at all times.</li><li>• To be an ambassador of the Bletchley Park Trust, upholding the Trust's aims and mission statement.</li></ul>
Key Tasks	<p><b>Room stewarding</b></p> <ul style="list-style-type: none"><li>• To interact with our visitors to provide information about Bletchley Park</li><li>• To act as first point of contact for enquiries of all nature from visitors, including complaints, and escalating to the Duty Manager, as necessary.</li><li>• To ensure the security of the collections and buildings within your scheduled zone, as directed by the Duty Manager</li><li>• To check and monitor the functioning of exhibitions within your scheduled zone</li><li>• Dependent upon the zone to which you are scheduled, to:<ul style="list-style-type: none"><li>◦ remain static in the designated areas of your zone</li><li>◦ routinely patrol the exhibition area</li></ul></li><li>• To report all breakdowns of interactives and exhibitions and place temporary signs if required</li><li>• To know and follow the procedure for reporting incidents (breakdowns, accidents, first aid incidents and security)</li></ul> <p><b>Interpreting the collection</b></p> <ul style="list-style-type: none"><li>• 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</li><li>• To know from where and from whom to obtain more</li></ul>

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detailed information

- To advise visitors on how to obtain more information
- To report customer feedback on the collection

## **Ensuring Health and Safety compliance**

- 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 are clean and tidy
- To ensure emergency evacuation procedures are followed correctly
- Whilst stewarding Block B reception, having been trained, to supervise the use of the wheelchair lift by visitors

## Stewarding zones

The Trust has identified specific stewarding zones that a Volunteer Steward may be allocated to (as directed by the Duty Manager). Stewards will be rotated between different zones as part of their shift.

All new Volunteer Stewards will be required to complete a fixed number of shifts shadowing existing stewards, in each zone, before being allowed to supervise a zone or to be allocated to another zone.

Each stewarding zone has slightly different stewarding requirements and a different "story" for visitors, for which there will be a detailed briefing.

Different zones require a fair amount of walking or standing and although some seating will be available for occasional use in most areas, Volunteer Stewards are encouraged to stand when approached by a visitor.

## What we are looking for

- 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

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Training and induction	<p>Training will include:</p> <ul style="list-style-type: none"><li>• An induction to the site and its exhibits</li><li>• Role shadowing of other volunteer stewards for each exhibition zone</li><li>• Fire Awareness training</li><li>• Customer service training including participation on a Welcome Host course</li><li>• Access to the Volunteer library of books and DVDs relevant to the Bletchley Park story</li><li>• Ongoing training will be provided as and when necessary, including with the development of new exhibitions</li></ul>
Benefits of the role	<ul style="list-style-type: none"><li>• Joining a friendly and committed team and meeting new people</li><li>• Enjoying and sharing new experiences with our visitors</li><li>• Being a part of the legacy of Bletchley Park</li><li>• Ongoing training and support</li></ul>
Commitment	<p>Required to commit to either a morning shift, afternoon shift or full day shift. Must complete a minimum of 12 shifts annually. We have a particular need for Stewards at the weekend.</p> <p>Volunteer Meetings happen every other month. We would ask that volunteers attend as many of these as possible.</p>
Dress code	<p>Smart business attire required; Preferably black trousers/skirt and white shirt/blouse. Smart and comfortable footwear is essential. Smart outerwear for inclement weather. Bletchley Park scarf or tie to be worn on duty.</p>
Other Information	<p>Some volunteers may be asked to become First Aiders. (Training will be provided).</p> <p>Stewards Rota/Scheduling: Schedules can be viewed live on Google Documents. Volunteer availability forms are issued for the coming month and returned by the 15th of for the following month's rota.</p> <p>Reimbursement of travel expenses from home to Bletchley Park as previously agreed with the Duty Managers/Head of Operations.</p>

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To apply please visit [www.bletchleypark.org.uk/support-us/volunteer](http://www.bletchleypark.org.uk/support-us/volunteer) to download an application form. Please return the completed application form to [volunteer@bletchleypark.org.uk](mailto:volunteer@bletchleypark.org.uk)

*This is purely a voluntary role and does not create a legally binding arrangement or employment contract*