

BLETCHLEY PARK

Volunteer Steward Role Profile

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">• To help ensure that every visitor to Bletchley Park always enjoys an excellent visitor experience by providing excellent customer service.• To be an ambassador of the Bletchley Park Trust, upholding the Trust's aims and mission statement.
Key Tasks	<p>Room stewarding</p> <ul style="list-style-type: none">• To interact with our visitors to provide information about Bletchley Park• To act as first point of contact for enquiries of all nature from visitors, including complaints, and escalating to the Duty Manager, as necessary.• To report all breakdowns of interactives and exhibitions and place temporary signs if required <p>Interpreting the collection</p> <ul style="list-style-type: none">• To know about the collection and exhibits on display, to be able to give the visitors a relative amount of information on each exhibit• To know from where and from whom to obtain more detailed information• To report customer feedback on the collection <p>Ensuring Health and Safety compliance</p> <ul style="list-style-type: none">• To know and follow the procedure for reporting incidents (breakdowns, accidents, first aid incidents and security)• To ensure displays are clean and tidy• To ensure emergency evacuation procedures are followed correctly

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What we are looking for	<ul style="list-style-type: none">• 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
Training and induction	<p>Training will include:</p> <ul style="list-style-type: none">• An induction to the site and its exhibits• Role shadowing of other volunteer stewards for each exhibition zone• Fire Awareness training• Access to the Volunteer library of books and DVDs relevant to the Bletchley Park story• Ongoing training will be provided as and when necessary, including with the development of new exhibitions
Benefits of the role	<ul style="list-style-type: none">• Joining a friendly and committed team and meeting new people• Enjoying and sharing new experiences with our visitors• Being a part of the legacy of Bletchley Park• Ongoing training and support
Frequency of volunteering	<p>Required to commit to either a morning shift, afternoon shift or full day shift. We encourage regular volunteering (around 24 shifts per annum), in order to keep up with the historical content and changing operations of this exciting and vibrant visitor attraction</p>
Dress code	<p>Smart business attire required</p>
Other Information	<p>Opportunities will arise to become First Aiders or Fire Wardens. (Training will be provided).</p> <p>Stewards Rota/Scheduling is done via an online volunteer management software called Better Impact.</p> <p>Reimbursement of travel expenses from home to Bletchley Park as outlined in the Volunteer Handbook.</p>

To apply please contact volunteer@bletchleypark.org.uk

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