

Private Events Volunteer

Volunteer Role	Events Team Volunteer
Reports to	Head of Operations/ Venue & Events 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 support Bletchley Park's Venue & Events Manager with the delivery of our private and corporate events.• To help ensure that every private event attendee to Bletchley Park, always enjoys an excellent 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>Delivering Events</p> <ul style="list-style-type: none">• Ensuring event set-ups are completed and checked against event planners.• To carry out checks of the event spaces to ensure everything is ready for the attendees' arrival.• To check visitors into the venue and assist with coat and bag checks.• Provide support to the Venue & Events Manager, carrying out any additional duties that may be needed.• To staff the Auditorium reception area throughout an event to ensure that attendees have a point of contact on the day. Answer queries and provide directions. <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 all event areas are clean and tidy• To ensure emergency evacuation procedures are followed correctly

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What We Are Looking For

Personal attributes:

- People-focussed people, who love to interact with the public and business guests, representing the Trust, being an advocate and proud to serve our guests. Etc.
- Commitment to excellent customer service
- Keen eye for the details and organised
- An interest in the Bletchley Park story
- A willingness to promote the Trust's values

Training and induction

Training will include:

- An induction to the site and our venue spaces
- OTJ training with the Venue & Events Manager
- Fire Awareness and Fire Warden training are required for all new volunteers
- 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 to the Role

- 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

Required to commit to either a morning shift, afternoon shift or full day shift, twice a month. We encourage regular volunteering (around 24 shifts per annum), in order to keep up with the changing operations and growing venue and events calendar, of this exciting and vibrant visitor attraction.

Dress code

Smart business attire required

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Other Information

Scheduling is done via an online volunteer management software called Better Impact.

Lifting up to 25 pounds is required of this position, as there is a requirement to move event furniture, coats, and bags.

Reimbursement of travel expenses from home to Bletchley Park as outlined in the Volunteer Handbook.

To apply please contact volunteer@bletchleypark.org.uk

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