

Volunteer Role

Description

Organisation: The Historic Dockyard Chatham
Volunteer Role: Visit Maker
Responsible to: Visitor Experience Manager, Duty Manager and Team Leaders on duty when on shift.
Hours & Time Frame: Positions available during school holidays and weekends February-November. Core hours of 09:30am – 2pm with flexibility on set days or irregular flexible.
Recruitment process: Return a Volunteer Application Form Attend an interview, a 2-hour induction and partake in a short informal training programme before the role can commence.
What this role has to offer: It is an opportunity to join our friendly and dedicated team of volunteers whom work for Chatham Historic Dockyard Trust, Medway's World Class Naval and Military Heritage. The role is also an opportunity to interact with a wide range of people, including a large family audience, to make their visit to Medway memorable. You will need to be approachable and friendly as you act as a first point of contact for visitors as they enter the site. You will also assist with family activities and events and support the delivery of the Chatham Dockyard Health Walk (in partnership with Medway Council). You will gain excellent customer care experience in a multi-use heritage site consisting of 10 galleries, 2 ships and a submarine. We are looking for volunteers to help create an unforgettable day out for our visitors from all over the world. If you love meeting new people, have a passion for local history and would enjoy volunteering alongside our knowledgeable and experienced volunteers and members of staff, we would really like to hear from you. <i>This role has been developed as part of the Command of the Oceans project, which effectively tells Chatham's Age of Sail story and the role Chatham played in securing command of the world's oceans.</i>
Main tasks/responsibilities: <ul style="list-style-type: none"> ▪ Support the delivery of our family focused events and programming ▪ Greet visitors as they arrive at The Historic Dockyard ▪ Provide initial orientation information and explain briefly the history behind the site they are visiting ▪ Signpost visitors to other heritage sites where required. ▪ Answer any initial enquiries and provide support where necessary. ▪ Optional – lead or be back stop to weekly Health Walks on a Thursday morning. ▪ Support activities to gain customer feedback as required

Requirements:

- Ability to work for up to 4 hours a day on a rota system.
- A friendly, engaging, confident and approachable attitude.
- Excellent communication and interpersonal skills
- Enjoy working with a range of audiences, especially families.
- An understanding or willingness to learn about Chatham Dockyard and its Defences Sites (training will be given to support this)
- All volunteer placements shall initially consist of a trial period of 3 months, after which time an informal consultation will take place to review the placement.
- Ability to work flexibly as part of a team

Training opportunities

- Site based orientation and familiarisation training
- Customer service
- Health and safety training as required
- Opportunities to learn about Chatham Dockyard and its Defences

