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|  | **The National Tramway Museum - Volunteer Role Description** |

**Role: Events Volunteer**

**Responsible to:** Events Manager (EM)

**Hours:** Flexible, before, during and after events

**Purpose of role:**

To assist the Events Manager in providing customer care, information and support during events. To help with set up and clear down before and after event day

**Specific role:**

To undertake duties as directed by the Events Manager including, but not limited to:

* Preparing an area for the event – light cleaning, setting out chairs, tables, decorations, trails
* Meet and greet, giving out information to visitor’s directional help
* Being a visible and recognisable marshal at events for visitor safety and information
* Backstage - Painting, construction and preparation of event material
* Looking after third-party event participants to the site i.e. singers, stall holders, re-enactors
* Monitoring public access to games, quizzes, craft makes etc
* Clearing away event material after use
* Car Parking

Please note - On event day the role will be mainly outdoors and may require a high proportion of standing or walking around site

**The ability to talk to visitors is essential**

**General Role:**

* To act as a representative and ambassador for Crich Tramway Village and the National Tramway Museum.
* To ensure the health and safety of visitors, volunteers and staff by following designated procedures.
* To work within the guidelines of the Volunteer Policy and related organisational policies (i.e. Safeguarding, Health and Safety, Equal Opportunities, Access, etc)

**Relevant qualities:**

* An enthusiastic attitude, self-reliant and responsible
* An interest in working with people
* Reliability and flexibility
* Excellent interpersonal skill with a pleasant friendly manner and patient under pressure
* An interest in the work of museums, tramways and social history
* Experience of / willingness to work as part of a team

**On event days you will be required to:**

* Report to Events Manager when arriving on site
* Stay in position until directed
* If directed – wear high vis jacket for your own safety and that of other people
* Learn and use event radios
* Report to Events Manager any problems or if you need to leave your position

**Desirable skills and experience**

* Previous experience of front facing customer care