

Role	Chelsea History Festival Volunteer
Purpose	<ul style="list-style-type: none"> • To provide a welcoming environment for visitors to the Chelsea History Festival. • To help visitors enjoy a unique experience at the Chelsea History Festival • To offer volunteers a fantastic opportunity to play a vital role in the Festival, while gaining experience volunteering at a National institution and for a large- scale annual history Festival.
Responsible to	Retail & Admissions Supervisor
Times/Dates	Minimum commitment: Half day of the festival Thursday 26th – Sunday 29th September 2024 4-8 hour shifts, between 09:30 and 21:00
Location	National Army Museum, Chelsea, London SW3 4HT
Tasks	<ul style="list-style-type: none"> • Greeting and welcoming visitors to the Festival as a first point of contact as they enter the Festival site. • Pro-actively engaging with visitors and providing information about the Festival and its events to help visitors get the most out of their visit. • Helping visitors with wayfinding and giving directions to events. • Assisting with checking visitors’ tickets and ushering at events, crowd control, queue management and guiding visitors to seats. • Ensuring event spaces are kept, tidy, clean and presentable and set up correctly ahead of forthcoming events. • To be a hands-on, friendly and an approachable presence during events, as and when needed. • Answer other Festival attendee related enquiries, watching over and assisting the smooth running of events, talks and/or workshops.

	<ul style="list-style-type: none"> • Maintain a good knowledge of the Chelsea History Festival programme and keep informed about operational changes and timings. • Distribute flyers and collect evaluation as required.
Skills	<p>Would suit someone who:</p> <ul style="list-style-type: none"> • Has excellent verbal communications skills • Is friendly and approachable and enjoys teamwork and collaboration • Is comfortable with working in busy environments • Has an interest in delivering a high standard of customer service • Is able to be on your feet for potentially long periods of time • Has an interest in history
Support and Training	<ul style="list-style-type: none"> • Full in-house training will be provided that is specific to the site, which will include volunteer and site induction; Health and Safety. • Expenses: reasonable out of pocket lunch and travel expenses to and from place of volunteering.
Other key information	<p>Informal meet ups for interested people, to take place on: 30th and 31st August 2024.</p> <p>Site inductions to take place 6th and 7th September 2024</p>
Interested?	<p>The opportunity is open to everyone aged 18 and over.</p> <p>Complete the Volunteer Application Form found on our website https://www.nam.ac.uk/volunteer</p>
Closing Date	12pm (Noon) on Monday 19th August 2024