

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	Designated Volunteers Supervisor
Times/Dates	<p>Minimum commitment: One day of the festival Saturday 17th – Sunday 25th September 2022 4-8 hour shifts, between 09:30 and 21:00</p>
Location	<p>National Army Museum, Chelsea, London SW3 4HT</p> <p>The Festival is held across 4 sites, The National Army Museum, Royal Hospital Chelsea, Burton Court, and Chelsea Physic Garden. You will be volunteering across these 4 sites, with the National Army Museum as your base.</p>
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.

	<ul style="list-style-type: none"> • Answer other Festival attendee related enquiries, watching over and assisting the smooth running of events, talks and/or workshops. • 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 work.
Other key information	<p>Informal group meet ups for interested people, to take place on 1st and 2nd September 2022 Site inductions to take place WC 12 September 2022</p>
Interested?	<p>The opportunity is open to everyone aged 18 and over.</p> <p>Email commercial@nam.ac.uk by Tuesday 30 August 12.00pm stating in 500 words or less</p> <ul style="list-style-type: none"> • Why you wish to be a Volunteer at the Chelsea History Festival

	<ul style="list-style-type: none">• Key skills you could bring to the Volunteer Role• Date/s and times of availability
Closing Date	Tuesday 30 August 2022