

Role title	Steward/Guide
Team	Visitor Engagement and Interpretation Committee
Responsible to:	Volunteer Coordinator
Responsible for:	Providing a warm welcome to our visitors, sharing the stories of RAF Metheringham and providing excellent customer service.
Key tasks	<ul style="list-style-type: none"> ● Carry out the tasks as detailed in the Volunteer Handbook specifically regarding the Opening and Closing procedures for the visitor centre. ● Ensure the site, museum rooms and toilets are clean and tidy for visitors. ● Welcoming visitors and carrying out any guided tours where needed. ● Staffing the shop or Cafe, to take sales of items and ensure admission charges are paid. ● Promote any planned events and organised activities for example a Family Trail, to the visitors. ● Report any faults and health and safety matters seen or found, to the Site Maintenance Coordinator in a timely manner
Reporting Requirements	At the end of a shift or immediately in an emergency.
Reporting to	Volunteer Coordinator
Essential Skills and Knowledge	<p>Sociable Reliable Willing to learn about RAF Metheringham Technologically literate or willingness to learn</p>
Desirable Skills Knowledge	<p>Previous experience of working or volunteering in a retail or heritage environment. A First Aid Qualification An interest in history and heritage</p>