

## Role Profile

Job Title:	<b>Visitor Experience Volunteer</b>
Department	Visitor Experience Directorate
Reporting :	Visitor Experience Management. Liaises with all staff in particular the Front of house staff, Engagement and Learning Team, Volunteer Coordinator and other Heritage Directorate staff
Location:	HMS M.33, HMS Victory and NMRN (HQ)
Date:	April 2016

### NMRN Vision, Goal and Mission

**Vision:** *to become the world's most respected Naval Museum, underpinned by a spirit of enterprise and adventure.*

**Goal:** *to promote public understanding of the Royal Navy and its constituent branches, past, present and future.*

**Mission:** *to be a beacon of excellence in enabling people to learn, enjoy and engage with the story of the Royal Navy and understand its impact in shaping the modern world.*

### Primary Job Purpose

To be a valuable member of the Visitor Experience Team helping to deliver outstanding customer service to welcome visitors on board our ships and attractions here at the NMRN.

### Decision making authority and freedom to act

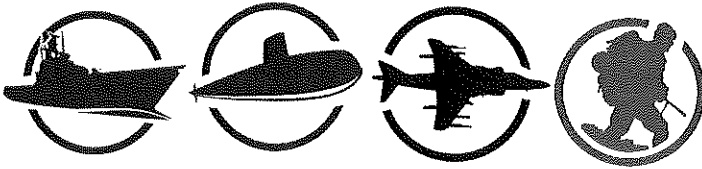
Assists the Visitor Experience Assistants in ensuring the visitors journey throughout their visit to our ships and galleries are memorable. By using good knowledge and a friendly approach will ensure visitors will have an excellent time with us throughout our attractions. This is while also taking part in workshops, meetings, talks which are all communicated to the volunteers.

### Information systems and Communications and relationships

Shares and contributes knowledge with the Visitor Experience and Heritage Directorate staff. Reports on visitor feedback and any issues or concerns regarding health and safety to Visitor Experience staff and/or Volunteer Coordinator. There are opportunities to help in restorations/conservation for example the main guns on M.33.

### Knowledge, Skills and Experience

Subject	Mandatory
Knowledge	<p>Understanding of different audiences visiting the attractions and their needs</p> <p>A keen interest in the Royal Navy and it's history, particularly to the ships and galleries of the NMRN.</p>
Experience	<p>Excellent customer service skills</p> <p>Excellent communication skills including public speaking and communicating with</p>



THE  
NATIONAL  
MUSEUM



	<p>different audiences including children, family or community groups, foreign visitors</p> <p>Experience of working with public in the heritage or visitor attraction sector desirable</p> <p>Confidence and a willingness to work independently</p> <p>Ability to quickly build a rapport with visitors of all ages and backgrounds</p> <p>Demonstrate a passion in delivering exceptional service</p> <p>Show enthusiasm for Museum Heritage, History and Portsmouth</p> <p>Good organizational skills, flexible approach to working routine and self-motivation</p>
--	---

*These are a guide to the contents of the main job and the skills and experience required. (This is not intended to be a task list). It is inevitable that the job content may change over time, and post holders are normally consulted about any significant changes. This information may be periodically reviewed, revised and updated to reflect appropriate changes.*

I have read and fully understand the above Role Profile

Agreed by .....

Date:..... (Employee)

Approved by:.....

Date:..... (Line Manager)