



## **Welcome Team Member**

**Contract Type:** Volunteer

**Hours:** Flexible time commitment – a minimum of two shifts per month (shifts 8.30am-12.30pm &/OR 12.30pm-4.30pm)

**Salary:** Unpaid

**Reporting to:** Team Leader - Welcome Team

A new and exciting opportunity has arisen to become a Welcome Team Member at The Silverstone Experience (TSE), a brand new interactive family visitor attraction opening in July 2019 at the main entrance to Silverstone Circuit.

### **Summary of the Silverstone Heritage Experience**

Silverstone has been synonymous with motor racing since the mid-20th century. It is now one of the most famous sporting venues in the world. However, Silverstone has a much wider story to tell and its place in history was established well before the circuit was even constructed. The Silverstone Experience will tell the 'whole' Silverstone story – one that can only be experienced by visiting the site itself and interacting with the multi-layered stories that are woven into the fabric of the modern racing circuit. Through the creation of the Silverstone Experience as a centre of focus and understanding, with extensive exhibition spaces, a Collections and Research Centre, Learning Studio and a series of site tours, programmes and activities, the heritage of Silverstone can reach a far wider audience than before and ultimately cement its position as the centre for British motor sport heritage.

### **Exhibition**

TSE's Exhibition will be housed in the only remaining and fully refurbished Second World War hangar at Silverstone Circuit. Our brand-new interactive visitor attraction will deliver a thrilling half-day of entertainment. Taking a place on the grid, visitors will walk through the immersive entrance tunnel to the first zone, which explains how Silverstone's famous corners got their names – from a medieval abbey to the historic Stowe house. Next visitors will find out about the circuit's history as an RAF base and they can have a go at piloting a Wellington Bomber, then explore Silverstone village and play a game or two in the pub!

As visitors experience the history of motor racing at the track – including the sounds and the smells – they can climb into a replica 1940s grand prix car, and see iconic race-winning vehicles from across the eras. Modern-day racing then comes spectacularly to life with hands-on activities, across topics from commentating to safety and strategy. After hearing about TSE's 20 legends, visitors will round off their visit by joining the grid for an incredible end show - the 'Ultimate lap' of Silverstone.

**Job Purpose**

The purpose of this role is to a) meet and greet visitors to The Silverstone Experience, b) act as Exhibition guides on the 1<sup>st</sup> and / or 2<sup>nd</sup> floor or c) act as Heritage Track Trail guides. Our Welcome Team Members are the face of TSE and play an important part in welcoming visitors from all around the world. There will be the opportunity to get involved with activity days and special events, such as our Annual Lecture, 'An Evening With... programme', children's activities and science events.

<b>Role Title</b>	Welcome Team Member
<b>Purpose of Role</b>	To ensure that all visitors receive a friendly welcome and outstanding customer service throughout their visit to The Silverstone Experience (TSE)
<b>Time Commitment</b>	A minimum of 2 shifts per month. Shifts 8.30-12.30 &/OR 12.30 -4.30
<b>Location</b>	The Silverstone Experience, Silverstone Circuit, NN12 8TN
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Meeting/Greeting visitors on arrival and directing them to TSE entrance</li> <li>• Exhibition guide 1<sup>st</sup> floor and/or 2<sup>nd</sup> floor</li> <li>• Heritage Track Trail guide</li> <li>• Assisting visitors with any general enquiries or further information they may require</li> <li>• Comply with the TSE Health and Safety Policy and report promptly any health and safety issues to your Team Leader/Duty Manager.</li> <li>• Be capable of recognising potential fire hazards and suspect packages, reporting such findings immediately to your Team Leader/Duty Manager</li> <li>• Assist as required in the evacuation of the Silverstone Experience</li> <li>• Undertake any other duties as may be reasonably requested by your line manager.</li> <li>• Actively follow all SHL policies.</li> </ul>
<b>Benefits to Volunteers</b>	<ul style="list-style-type: none"> <li>• The opportunity to enhance your customer service skills</li> <li>• Chance to improve your confidence and communication skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Improving your CV and enhancing your employability</li> <li>• A reference from Silverstone Heritage Ltd (following a minimum voluntary service period of six months)</li> </ul>
<b>Person Specification</b>	<p><u>Essential:</u></p> <ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Positive and Enthusiastic</li> <li>• Ability to work flexibly</li> <li>• Eye for detail</li> <li>• Takes ownership/responsibility for tasks</li> <li>• A good level of general education</li> <li>• Understanding of compliance and duty of care responsibilities in relation to the operation of a busy visitor attraction</li> <li>• Physically fit/mobile (SHL will endeavour to make reasonable adjustments to the working environment to accommodate anyone with a disability)</li> </ul> <p><u>Desirable:</u></p> <ul style="list-style-type: none"> <li>• First aid qualification</li> <li>• Demonstrable experience in a customer-focused environment</li> <li>• Has a hands on approach and thinks laterally</li> </ul>
<b>Reimbursement of Expenses</b>	SHL as a registered charity does not reimburse any out of pocket expenses

To apply please complete a 'Volunteer Application Form' available on our website and return to:-  
volunteer@silverstone-experience.co.uk