

HERITAGE CENTRE GUIDE

Role

Heritage Centre guides are the backbone of our operation, welcoming our visitors, answering questions and helping them to understand the history of the New Forest airfields.

Volunteers need to have a friendly, approachable personality with a strong desire to help visitors enjoy their visiting experience.

Specific roles might include:

- Operating the Welcome Desk, taking entrance fees by card and cash, explaining the Membership scheme and enrolling new members. Taking payments for purchases from the shop and maintaining a record of takings.
- Welcoming visitors with an overview talk on the 12 Airfields.
- Answering questions from visitors.
- Helping in the tearoom.

The Centre is run entirely by volunteers and is open every Sunday from April – October. A roster is created at the beginning of the year, and your availability will be requested at this stage so that you can volunteer around your other commitments.

You can volunteer for:

Morning shift – 09:30 – 13:00

Afternoon shift – 12:30 – 16:30

All day – 09:30 – 16:30

However, we do ask for a minimum commitment of 6 full Sundays or 12 half days per year.

In addition, we attend a number of outside events (village fayres, New Forest Show etc) each year and also open on additional dates for private group visits, so volunteers may also be requested to help with some of those additional events.

Skills and experience

- **Friendly & Approachable:** A positive, cheerful attitude and good interpersonal skills are essential for making guests feel comfortable.
- **Team Player:** Ability to work well both independently and as part of a busy team.
- **Communication Skills:** Confidence in communicating clearly and respectfully with people from all backgrounds.
- **Willingness to Learn:** An interest in aviation is useful, along with a willingness to learn about the history of the New Forest airfields. We have a training

programme in place, and you will be allocated a mentor at the beginning of your volunteering. As part of the role, you will be expected to attend an in-house fire marshal training course and any other in-house courses/meetings that might be arranged.

Contact

If you have any questions, please email the Honorary Secretary at secretary@fonfa.co.uk