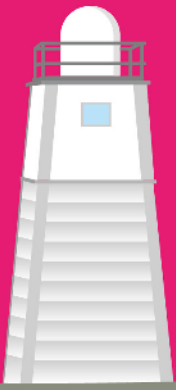


HARTLEPOOL TALL SHIPS 2023

Sign up to volunteer today!



WAYFINDING / INFORMATION POINT / HARTLEPOOL STORY TELLERS

- Engage with and offer accurate information to visitors about Tall Ships 2023 and the wider town
- Sell official event merchandise
- Sell the event programme guide
- Offer an exceptional customer experience

PARK AND RIDE TEAM / PARK AND WALK TEAM

- Work alongside the traffic management team to direct vehicles to parking spaces
- Assist in the set up and break down of working areas
- Engage with and offer accurate information to visitors
- Offer an exceptional customer experience

ENTERTAINMENT TEAM

- Support the smooth operation of the Entertainment office
- Welcome artists and help co-ordinate performance slots
- Support the stage management team
- Support the production team

MEDIA TEAM

- Support the smooth operation of the Media Centre
- Welcome journalists and help co-ordinate their visits with ships
- Help co-ordinate media boat tours
- Help co-ordinate interviews

SITE MANAGEMENT TEAM

- Support the smooth operation of the Site Management office
- Welcome traders, exhibitors, caterers and help co-ordinate their set up, delivery and de-rig
- Support the site management team in general site duties
- Complete Trader surveys

CORPORATE HOSPITALITY TEAM

- Welcome and sign in corporate guests
- Escort corporate guests to their ships
- Support with the co-ordination of corporate hospitality on board the ships
- Ensure the smooth running of corporate hospitality bookings



www.tallshipshartlepool2023.co.uk

✉ tallships2023@hartlepool.gov.uk



**HARTLEPOOL
BOROUGH COUNCIL**

CREW CENTRE TEAM / VOLUNTEER CENTRE TEAM

- Manage sign-ups for crew activities
- Encourage visitors and crew to take part in activities
- Co-ordinate delivery of post and other items to ships via their Ship Liaison Officer
- Check volunteers in / out of their shifts

**TRAINING
WILL BE
PROVIDED FOR
ALL ROLES**

EVENT MANAGEMENT SUPPORT TEAM

- Complete administrative and office based tasks
- Support the Sail Training International office as required
- Support the Event Management team as required
- Respond to emails and phone calls

MUSEUM TEAM FACILITATORS / HARTLEPOOL STORY TELLERS

- Engage with visitors to the Museum of Hartlepool and National Museum of the Royal Navy collections, exhibits and displays
- Assist in the delivery of onsite activities to visitors
- Support play and playful opportunities for visitors
- Offer an exceptional customer experience and warm welcome to visitors

SPECIALIST ROLES

SHIP LIAISON OFFICER (SLO)

- Welcome the ships to Hartlepool
- Support the Captain and crew whilst in Hartlepool
- Be the point of contact for the ship and ensure its needs are met
- Report the needs of the ship and Captain to the CLO

TECHNICAL LIAISON OFFICER (TLO)

- Support the Captain whilst in Hartlepool
- Report the needs of the ship and Captain to the CLO
- Liaise with the Captain of the ship on their maintenance and repair requirements
- Co-ordinate and complete maintenance and repair as required and agreed by Captain and CLO

***SPECIFIC ROLES AND DUTIES ARE SUBJECT TO CHANGE**

