



## House Host

<b>Reporting to:</b>	Francesca Page-Smith, Visitor Engagement Manager
<b>Department:</b>	Visitor Services
<b>Based at:</b>	Waddesdon Manor

<b>Purpose of this role within Waddesdon Manor:</b>	House Hosts work closely alongside Visitor Experience Assistants and House Guides and provide a warm welcome for visitors and information to enhance their visit, whilst also ensuring that the collection is respected.
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<b>Key elements of this role you could expect to undertake or be asked to do:</b>	<ul style="list-style-type: none"><li>• Look after all visitors and ensure that they receive a friendly welcome throughout their visit.</li><li>• Engage with visitors and help them to enjoy the House and Collection by answering questions informatively and courteously (any questions that you can't answer can be referred to the House Guides).</li><li>• Assist with the security of the Collection and safety of visitors by observing the flow of the visitor route, ensuring social distancing and other covid-secure procedures are adhered to at all times.</li><li>• Assist with the management of evacuations of the House. Full training in this will be given.</li><li>• Be alert to the special needs of visitors and offer assistance when appropriate</li><li>• Be well-informed of all activities at the property on any given day, walks and talks, events and the location of the nearest restaurants and lavatories, by attending the daily morning briefings where this information is given.</li><li>• Attend briefing sessions on new exhibitions and season staff training sessions as required.</li></ul> <p>As well as the rooms in the House that require House Hosts, there are other areas of the House that are also part of this role, involving additional tasks:</p>
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	<ul style="list-style-type: none"> <li>• <b>Fire Evacuation Points</b> – there are several fire evacuation points within the visitor route which require manning during an evacuation. Full training will be given.</li> <li>• <b>East Door</b> – one of the main exits from the House. This location also assists those who need to use the lift providing assistance to visitors who require access support.</li> </ul>
<b>You will be working with:</b>	Visitor Experience Assistants, House conservation staff and other volunteers.

**Characteristics Required:**

- Well presented, approachable, friendly.
- You are not expected to have extensive knowledge of the House and its contents in order to fulfil this role. However, there are many opportunities to learn and develop your own knowledge if you are interested.
- Previous experience of working with the general public would be useful. Confidence in dealing with and managing visitors, asking them not to touch items or to avoid flash photography for example.
- Reliable with very good timekeeping.
- Positive, able to relate well to all types of people, enjoy working as part of a team.

<b>Training and Induction given:</b>	<ul style="list-style-type: none"> <li>• We offer a minimum of 2 days shadow days, or more if required</li> <li>• A fire induction training</li> <li>• A House Host Handbook which gives full details on the role.</li> </ul>
<b>Safety precautions and Covid safety provided for you:</b>	<ul style="list-style-type: none"> <li>• Please wear a face mask and / or face shield inside. Disposable masks will be provided or you may like to wear your own.</li> <li>• Please ensure social distancing when talking with visitors.</li> <li>• Sanitiser is available in break rooms, please sanitise and wash your hands regularly.</li> <li>• Please ensure social distancing during breaks.</li> <li>• You will be asked to read through a risk assessment and method statement before you begin your first shift. You may have read and signed one previously but it has since been updated so please take the time to read it carefully again.</li> </ul>
<b>Anticipated Time Contribution:</b>	<p>Ideally one day per week minimum with the occasional Saturday or Sunday also.</p> <p>Times: Wednesday-Sunday; 10.30am – 4pm</p> <p>Please consider giving your time on a Saturday or Sunday rota (ideally once per month) to ensure that we are able to cover all positions at the weekends.</p> <p>Please check ahead on the rota booking schedule to see where we are short and if possible offering your time on days where the number of House Hosts are low.</p>

**Lunch breaks and comfort breaks:**

The rota includes a tea and lunch break and you will move between positions during your day.

**Benefits of volunteering for the National Trust At Waddesdon**

After you have amounted 50 volunteer hours you will be awarded a National Trust Volunteers card offering you the following:

- Free entry into National Trust properties (or free entry for another person if the card holder is already a NT member)
- 20% off at National Trust's online shop and up to 35% off National Trust Holiday Cottages
- 20% off in Waddesdon's Retail Shops and 10% off in Waddesdon's Wine Shop.
- Up to 35% off National Trust Holiday Cottages
- 20% discount to volunteer card holders on National Trust Membership

Reimbursement of travel costs between home and Waddesdon Manor, at 33p per mile (up to a maximum of 60 mile round trip)

We host events including an annual day trip, Summer picnic, Charity of the Year social events, Christmas lunch and coffee mornings so that our volunteers and staff can spend time with each other as a combined team.

The list of duties is not exhaustive and Waddesdon reserves the right to amend this list within reason according to the needs of Waddesdon Manor. For all our volunteer positions we have a formal selection process. All these arrangements are binding in honour only and are not intended to be legally binding