



Welcome Host

Reporting to:	Simon Parsons, Visitor Services Manager
Department:	Visitor Services
Based at: North Fountain: (Outside)	<p>Outside at the North Fountain. You may also spend time at the Welcome Pavilion, the Stables Courtyard and the Manor Shop entrance.</p> <p>You are the first and last point of contact for the Waddesdon bus and coaches, welcoming and greeting visitors as they arrive and leave and helping to direct them. You will also assist the Visitor Services Assistant with the arrival and departure of coaches.</p>
Purpose of this role within Waddesdon Manor:	The Welcome Host role is a friendly and enthusiastic team that is one of the most visible information points for the majority of our visitors. Welcoming and greeting visitors to Waddesdon and imparting important visitor information about the facilities, events and activities available at Waddesdon that day is a key part of the role.
Key elements of this role you could expect to undertake or be asked to do:	<p>Provide visitors with:</p> <ul style="list-style-type: none">• Explanation of the map and different areas of the grounds e.g. Aviary, Rose Garden, Parterre, Stables etc.• Current and upcoming events/activities• Basic Waddesdon information including car parking and access arrangements, opening and closing hours, catering options and toilet facilities.• A brief history of the Manor and Family, including current family.• Introductory information on the Collections, sculptures and any other art in the grounds.• Monitoring the flow of visitors into the shop
You will be working with:	Other Welcome Hosts and Visitor Services Assistant team.

Characteristics Required:

- Having an interest and enthusiasm for Waddesdon Manor and the work of the National Trust.
- Approachable, friendly, well presented with good interpersonal and communication skills.
- Enthusiastic and positive with a passion for fantastic visitor care and reliable with good time keeping.
- Ability to memorise information.
- Positive and confident with the ability to relate will to all types of people.
- Enjoys working as part of a team.
- Willing to learn new computer skills.
- Previous experience of working with the public would be useful.

Training and Induction given:	We will provide training in all aspects of the role
Safety precautions and Covid safety provided for you:	<ul style="list-style-type: none">• Any PPE that you need will be provided. Please look after it, clean it and bring it with you to each shift.• Please wear a face mask during your shift. You may want to bring your own. Disposable masks will be available.• There is sanitiser wherever you are working. Please use it regularly and wash your hands regularly.• Please ensure social distancing during breaks.• 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.• Please bring your own mug for tea / coffee and take it home with you between each shift.
Anticipated Time Contribution:	The Welcome Host shifts are split into two periods each day (10am to 1:30pm & 1:30pm to 5:00pm). We ask that volunteers contribute a minimum of 1 day a fortnight and the offer of a weekend day each month.
Lunch breaks and comfort breaks:	Breaks are scheduled.

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