



Exhibition Volunteer

Reporting to:	Francesca Page Smith - Visitor Engagement Manager
Department:	Visitor Operations
Based at:	Waddesdon Manor. Nick Knight: Roses from My Garden, Stables Coach House

Purpose of this role within Waddesdon Manor:	We are looking for a bright and enthusiastic team of volunteers to work alongside Gallery Assistants acting as a point of contact and interacting with visitors when inside the exhibition, creating a friendly, welcoming and relaxed atmosphere, enabling visitors to enjoy the experience.
-----------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Key elements of this role you could expect to undertake or be asked to do:	<p>You will maintain the safety of the works of art on display and the visitors within the space, providing excellent customer service within the exhibition. You'll be answering questions and helping visitors to interpret the images on display.</p> <p>You will efficiently and courteously direct enquiries regarding purchases of works on display and process sales of merchandise.</p>
You will be working with:	You will be working alongside other Exhibition Volunteers and Gallery Assistants within the Stables Coach House spaces.

Characteristics Required: <ul style="list-style-type: none">• An interest and enthusiasm for Waddesdon and the work of the National Trust• Approachable, friendly, well presented with confident interpersonal and communication skills• Outgoing, enthusiastic and positive with a passion for fantastic visitor care and reliable with good time keeping• Confidence with using electronic tablets and devices• Enjoys working as part of a team• Previous experience of working with the public would be useful

Training and Induction given:	Training in all aspects of the role will be provided.
Safety precautions and Covid safety provided for you:	<ul style="list-style-type: none"> • Please wear a face mask and / or face shield inside. Disposable masks will be provided or you may like to wear your own • Please ensure social distancing when talking with visitors • Please help to ensure the one way system through the exhibition • Sanitiser is available in break rooms, please sanitise 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
Anticipated Time Contribution:	1/2 day a fortnight from Wednesday to Sunday. Two shifts daily, 11am-2.30pm & 2pm-5pm.
Lunch breaks and comfort breaks:	Lunch breaks and comfort breaks will be factored into 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