



Winter Light Volunteer

Reporting to:	Francesca Page-Smith, Visitor Experience Manager
Department:	Visitor Services
Based at:	You could find yourself based around the Winter Light Trail, the Stables and Miss Alice's Drive or the Welcome Pavilion – flexibility is key!

Purpose of this role within Waddesdon Manor:	This exciting new volunteering role has been developed to ensure that our visitors get as much out of their Christmas visit as possible, by providing a friendly face and information (both practical and historical) and to answer questions. Very much a visible roving post, Winter Light Volunteers will also help to keep the grounds of Waddesdon looking immaculate and presentable for our visitors as well as being able to be part of the magical Waddesdon Christmas experience.
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Key elements of this role you could expect to undertake or be asked to do:	<ul style="list-style-type: none"> • Being based at any of the following: The Welcome Pavilion, the Stables and Miss Alice's Drive, around the Winter Light Trail depending on the shift. • Providing a recognisable point of contact and welcome/farewell for visitors, answering questions and providing information such as: <ul style="list-style-type: none"> - Details of the Christmas offering at Waddesdon - Explanation of the map and directions to other areas - Locations of catering outlets / shops / Christmas highlights etc - Location of toilets / baby change / Changing Places facilities - Information regarding events and activities • This is a radio carrying post • Flexibility is key to this post – being prepared to just jump in and do what's required
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You will be working with:	Welcome Host and the Visitor Experience Assistants who are based at the North Fountain
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Characteristics Required:	<ul style="list-style-type: none"> • An interest and enthusiasm for Waddesdon and the work of the National Trust. • Approachable, adaptable, friendly and 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. • Ability to memorise information • This is an all-weather post based outdoors so an enthusiasm for the outdoors is a must! A level of fitness is also desirable. • Enjoys working as part of a team • Previous experience of working with the public would be useful.
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Training and Induction given:	We will provide training in all aspects of the role, including radio usage
Safety precautions and Covid safety provided for you:	<ul style="list-style-type: none"> • Facemasks do not need to be worn outdoors unless you are working closer than 2 m to someone. If you would prefer to wear a facemask during your shift please do so. Disposable masks will be available. • Please respect distancing when on a break with others. • You will be asked to read through a risk assessment and method statement before you begin your first shift. • Please bring your own mug for tea / coffee and take it home with you between each shift.
Anticipated Time Contribution:	<p>Shifts are as follows</p> <p>13 Nov – 23 Dec : 12-3.30pm / 3.30-7.30pm</p> <p>27 Dec – 23 Jan : 3.30-7.30pm</p>
Lunch breaks and comfort breaks:	A regular break will be 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