



GARDEN GUIDE

Reporting to:	Francesca Page-Smith, Head of Visitor Experience
Department:	Gardens / Visitor Experience
Based at:	Visitor Services Department. There is a meeting point outside where you will meet visitors to take them on a guided walk.

Purpose of this role within Waddesdon Manor:	<p>Our Garden Guides share the history of Waddesdon and its world class gardens, from its use by the family as well as some general flora, fauna and sculpture information. An interest in gardens would be useful as the walks change seasonally to incorporate the changes in the garden, but also an interest in the general history of Waddesdon and the Rothschild Family. You may be the first point of contact for a visitor to understand the broader history of Waddesdon, its family and estate.</p> <p>2022 marks the centenary of Miss Alice's death and we will be asking our Guides to focus on Miss Alice in some of their tours to align with exhibitions around Waddesdon. This may include covering the Coach House exhibition which will focus on Miss Alice as a horticulturalist.</p>
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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"> • Our Garden Guides are a hardy bunch and walks are given in all weathers, we would not expect you to be put off by rain! • You could be guiding up to 15 people around the gardens, for 45 minutes • You may well be asked questions during the tour about the history of the house and gardens. • We would hope that you would encourage people to go on your walk – not all visitors are aware that we offer these walks as a complimentary part of their garden entry fee • You will be required to use a wireless tour guide audio system
You will be working with:	Francesca Page-Smith – Head of Visitor Experience Suzie Hanson – Head of Gardens

<p>Characteristics Required:</p> <p><i>We ask that all our volunteers have an interest and enthusiasm for Waddesdon Manor and the work of the National Trust. Particular person attributes needed for this role are:</i></p> <p><i>A keen interest in history and imparting history to people. Happy to be outside in all weathers. Flexible attitude, you may turn up for your walk and there are no visitors there who wish to attend (although this infrequently happens). Waddesdon is set on a hill so being fairly fit is key to walking around the grounds. Comfortable talking to groups of various sizes. Enthusiastic about imparting knowledge and people skills.</i></p>

Training and Induction given:	When you start you will be given a Welcome Pack and Induction Script that will give you some history of the house and gardens. Training will be provided and tours will be assessed annually.
Anticipated Time Contribution:	Our Garden Guides normally commit to 2 or 3 walks per month. This equates to 1 day per month (2 walks on 1 day) or two half days, plus a ½ day on a Saturday or Sunday. A guided walk lasts around 45min. You would be available to chat with visitors before and after walks.
Lunch breaks and comfort breaks:	The walks are at 11am and there is potential to introduce a 2pm tour. You will be free between the two walks to take a lunch break if you are staying to do both talks.
Safety Equipment Supplied (if appropriate):	None needed, but please do ensure you have your own waterproof clothing and appropriate footwear for being outside.
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 • Facemasks do not need to be worn outdoors unless you are working closer than 2 m to someone • As you will be on the move, it is advisable to bring your own hand sanitiser. Sanitiser is also available in the Visitor Services office and in the toilets and tunnel • Please ensure social distancing during your walk • 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

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

Waddesdon Manor, Near Aylesbury, Buckinghamshire, HP18 OJH