



## Grounds Host

<b>Reporting to:</b>	Francesca Page Smith, Head of Visitor Experience
<b>Department:</b>	Visitor Experience
<b>Based at:</b>	Around the grounds of the Manor including the Stables, the North Fountain, the formal gardens, the visitor car park, and Welcome Pavilion (using the Waddesdon buses to move between locations if required).
<b>Purpose of this role within Waddesdon:</b>	This new volunteering role has been developed to ensure that our visitors get as much out of their day as possible, by providing directional information and a friendly face to answer questions. Very much a visible roving post, Grounds Hosts will also help to keep the grounds of Waddesdon looking immaculate and presentable for our visitors.
<b>Key elements of this role you could expect to undertake or be asked to do:</b>	<ul style="list-style-type: none"><li>• Roving between the North Front, the Parterre, the Aviary, the Stables, the Woodland Takeaway and the Welcome Pavilion in the course of a shift.</li><li>• Providing a recognisable point of contact and welcome/farewell for visitors, answering questions and providing directional information such as:<ul style="list-style-type: none"><li>- Explanation of the map and directions to other areas</li><li>- Locations of catering outlets / shops / playground</li><li>- Location of toilets / baby change / Changing Places facilities</li><li>- Information regarding events and activities</li></ul></li><li>• Checking tickets and assisting visitors boarding / exiting buses at the Welcome Pavilion and other bus stops</li><li>• Litter picking to keep the grounds immaculate</li><li>• This is a radio-carrying post</li></ul>
<b>You will be working with:</b>	The Visitor Experience Assistant team are also based outside in the grounds at fixed points, and both teams work with a Manager or Supervisor

**Characteristics Required:**

- 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
- 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

<b>Training and Induction given:</b>	We will provide training in all aspects of the role, including radio usage
<b>Safety precautions and Covid safety provided for you:</b>	<ul style="list-style-type: none"><li>• Any PPE (personal protection equipment) that you need will be provided. Please look after it, clean it and bring it with you to each shift</li><li>• Facemasks do not need to be worn outdoors. . If you would prefer to wear a facemask during your shift please do so. Disposable masks will be available</li><li>• There is sanitiser at fixed points across the site, however it is advisable to bring your own as this is a roving post</li><li>• You will be asked to read through a risk assessment and method statement before you begin your first shift.</li><li>• We suggest that you might like to bring your own mug for tea / coffee and take it home with you between each shift</li></ul>
<b>Anticipated Time Contribution:</b>	The Grounds Host shifts are split into two periods each day (10am to 1.30pm & 1.30pm to 5.00 pm). We ask that volunteers contribute if possible a minimum of 1 day a fortnight and the offer of a weekend day each month.
<b>Lunch breaks and comfort breaks:</b>	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
- Discounted tickets and bookings for selected events at Waddesdon

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, 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.