



WADDESDON

Thank you for your interest in volunteering at Waddesdon Manor.

Our varied and rewarding volunteering opportunities play an integral part in enhancing and ensuring a positive visitor experience for everyone.

Please find below a profile for the role of **Wigwam Host (October – January)**

Reporting to:	Paul Cottrell, Catering Manager
Department:	RWL
Based at:	Wigwam Restaurant, Summer House
Purpose of this role within Waddesdon Manor:	The Wigwam is installed in time for Halloween and then Christmas and provides visitors with an opportunity to sample seasonal street food in a unique and atmospheric setting Hosts will meet and greet visitors, welcoming them into the Wigwam and ensuring they understand how this area functions.
Key elements of this role you could expect to undertake or be asked to do:	Welcoming visitors to the Wigwam – showing them where to order, where to sit. Queue management – meeting and greeting visitors as they wait to be seated Clearing tables and ensuring the area is well presented. Providing information and directions for visitors to other areas of Waddesdon
You will be working with:	Direct reporting to Andy George (Food to Go Supervisor) , RWL Catering staff and Chef Barney Wrobel
Anticipated Time Contribution:	Ideally one day a week Wednesday – Sunday. Days and hours can be flexible however we ask that you are here for a minimum of 3 hours between 12-3pm on the days you volunteer. The Wigwam opens to the public on 21 st October and closes on 2 nd January
<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: Essential (E) and Desirable (D)</i>	
Presentation and Impact	E Good ambassador for Waddesdon Manor and approachable demeanour.
Education, Qualification, Special Skills	E Good interpersonal skills, no specific qualifications are needed. An enthusiasm for food and good customer service.
Motivation and Aptitude	E Reliable with good time keeping and good communication skills.
Disposition and Personality	E Positive and confident. Ability to relate well to all types of people and enjoys working as part of a team.
Training and Induction given:	Training in all aspects of the role will be provided.
There are a variety of benefits available to volunteers at Waddesdon	
Once you have accrued 50 volunteer hours you will be given a National Trust Volunteers card offering you the following discounts:	
<ul style="list-style-type: none"> ▪ Free entry into National Trust properties (or free entry for another person if the card holder is already a NT member) ▪ 20% discount to volunteer card holders on National Trust Membership ▪ 20% off in Waddesdon's Retail Shops ▪ 10% off in Waddesdon's Wine Shop ▪ 20% off IN Waddesdon's Catering outlets ▪ 20% off most Waddesdon ticketed events (some exclusions may apply) 	

- 20% off in National Trust shops and Catering outlets
 - *Up to 35% off National Trust Holiday Cottages
 - 20% off at National Trust's online shop
 - Free membership of Waddesdon's Staff Choir
- *all discounts are subject to availability.*

This list is not exhaustive and full details of volunteering benefits please see the Volunteer Manager.

Expenses: *Reimbursement of travel costs between home and Waddesdon Manor in the form of a mileage claim (33p per mile).*

In addition: *Our Volunteer Community are very important to us and we like to get them all together when we can. We host occasional events including a summer BBQ, an annual day trip, coffee mornings we and are always open to ideas and suggestions on keeping the community thriving and involved.*

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