



WADDESDON

Thank you for your interest in volunteering at Waddesdon

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

Christmas House Host

Reporting to:

Francesca Page-Smith, Visitor Engagement Manager, Visitor Services

Based at:

Main House

Background

Christmas is a busy and exciting time at Waddesdon. Inside the House, visitors will be dazzled by the decorations and trees sparkling with lights. With a friendly and approachable nature, you'll help to welcome visitors of all ages and ensure they get the most from their Christmas visit!

All House Hosts work closely alongside CSAs (Collection Security Assistants) and House Guides and provide a warm welcome for visitors and information to enhance their visit, whilst also ensuring that the collection is respected.

Purpose of this role:

Christmas House Hosts:

- Look after all visitors and ensure that they receive a friendly welcome throughout their visit.
- Engage with visitors and help them to enjoy the House and Collection by answering questions informatively and courteously (any questions that you can't answer can be referred to the House Guides).
- Assist with the security of the Collection by observing the visitor route.
- Assist with the management of evacuations of the House. Full training in this will be given.
- Be alert to the special needs of visitors and offer assistance when appropriate
- Be well-informed of all activities at the property on any given day, walks and talks, events and the location of the nearest restaurants and lavatories, by attending the daily morning briefings where this information is given.

Additional elements of this role you could expect to undertake:

As well as the rooms in the House that require House Hosts, there are other areas of the House that are also part of this role, involving additional tasks:

- **East Door** – one of the main exits from the House, this is where guests can collect umbrellas (handed in at the Main Door) as they leave the house. This location also assists those who need to use the lift.

All training and practise will be given on the above roles.

Who would be good at this role?

We ask that all our volunteers have an interest and enthusiasm for Waddesdon and the work of the National Trust. Particular person attributes required for this role are Essential (E) and Desirable (D):

Presentation and Impact:

E Well presented, approachable, friendly.

Education, Qualification,

D You are not expected to have extensive knowledge of the House and its contents in order to fulfil this role. However, there are many opportunities to learn and develop your own knowledge if you are interested.

Special Skills:

Work Experience:

D Previous experience of working with the general public would be useful. Confidence in dealing with and managing visitors, asking them not to touch items or to avoid flash photography for example.

Motivation and Aptitude:

E Reliable with very good timekeeping.

Disposition and Personality:	E Positive, able to relate well to all types of people, enjoy working as part of a team.
Training and Induction given:	<ul style="list-style-type: none"> • We offer a minimum of 3 shadow days, or more if required • A fire induction training • A welcome pack which is a detailed introduction to Waddesdon • A Waddesdon Guidebook. • A specific House Host brochure which gives full details on role • We recommend you take a Multi Media Tour of the House before you start
Anticipated Time Contribution:	<p>One day per week minimum with the occasional Saturday or Sunday also. Times: Wednesday-Sunday 2-6pm / 11-6pm Christmas House Hosts are asked to work some weekend days during the season.</p> <p>Please check ahead on the rota booking schedule to see where we are short and if possible offer your time on days where the number of volunteers are low.</p>
Lunch and comfort breaks:	<p>The rota includes a tea and lunch break and you will move between positions during your day.</p> <p>During Christmas House Volunteers are offered soup and a roll during their lunch break.</p>
Benefits of volunteering for the National Trust At Waddesdon:	<p>After you have accrued 50 volunteer hours you will be awarded a National Trust Volunteers card, offering the following discounts (subject to availability):</p> <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, NT shops and restaurants ▪ 20% off in Waddesdon's Retail Shops ▪ 10% off in Waddesdon's Wine Shop ▪ 20% off most Waddesdon ticketed events (some exclusions may apply) ▪ Up to 35% off National Trust Holiday Cottages ▪ 20% off at National Trust's online shop ▪ Free membership of Waddesdon's Staff Choir
Expenses:	Reimbursement of travel costs between home and Waddesdon in the form of a mileage claim (currently 33p per mile).
In addition:	Our Volunteer community are very important to us and we arrange a number of thank you, social events through the year including a summer BBQ, an annual day trip, a Christmas party and regular coffee mornings, to which all Waddesdon volunteers are invited.

The list of duties is not exhaustive and we reserve the right to amend this list within reason according to the needs of Waddesdon. 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