



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

Christmas Crew

Reporting to:	Visitor Operations & Retail Management Team
Department:	Visitor Operations & Retail
Based at:	Waddesdon Manor (House, Grounds & Shop)
Purpose of this role within Waddesdon Manor:	The purpose of this role is to support the daily operations of Waddesdon Manor across several departments during our busy Christmas season, helping to ensure that our visitors have a first class experience.
Key elements of this role you could expect to undertake or be asked to do:	<p>You will be working between the busy Visitor Operations and Retail departments undertaking various roles and tasks depending on the needs of the business on any particular day. You will need to be flexible in your approach and be able to respond to the needs of multiple departments as and when they arise.</p> <p>Tasks will be varied allowing you to be involved in many different areas of the visitor experience. For example you could be asked to:</p> <p><u>House Host</u></p> <ul style="list-style-type: none">• Greeting visitors and checking House tickets at the Main Door.• Engage with visitors and help them enjoy the House and Collection by answering questions informatively and courteously• Assist families with House trails.• Work closely alongside other House teams to ensure the collection is respected and security is not compromised.• Deliver excellent customer service and ensure that visitors get the most out of their day. <p><u>Welcome Host</u></p> <ul style="list-style-type: none">• Assist Visitors in planning their day by discovering their needs, offering appropriate literature, and passing on relevant daily information on events or activities.• Store any bags visitors may have in the Visitor Information Office• Provide assistance to visitors with mobility requirements and explain their options. If over 21 and have a driving licence for 2 years the mobility vehicle may be driven.• Assist the bus drivers with the embarking and disembarking of visitors.• Greet coaches and provide information about their day and distribute pre-purchased House Tickets. <p><u>Retail Assistant- Based in the Manor shop, Wine shop or Christmas shop</u></p> <ul style="list-style-type: none">• Ensure the shop is fully stocked and that it maintains tidiness throughout the day.• Offer tastings to customers within the wine shop.

- Assist visitors with any queries about the shop and being an obvious presence for visitors.

Catering Assistant

- Welcome visitors to the restaurant, showing them how/where to order and 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.
- Ensuring the restaurant and café are ready for service the next day.

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)

Presentation and Impact	E	Good ambassador for Waddesdon Manor and approachable demeanour.
Education, Qualification, Special Skills	E	
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. Willingness to be flexible and adapt to any reasonable task asked of you.

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

Immediate benefits:

- 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)
- Free membership of the Waddesdon Staff Choir
- 5 complimentary tickets to Waddesdon Christmas, including one for yourself.

Once you have accrued 50 volunteer hours you will be given a National Trust Volunteers card offering you the following discounts:

- 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 National Trust shops and Catering outlets
- *Up to 35% off National Trust Holiday Cottages
- 20% off at National Trust's online shop

*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 an annual day trip, Christmas lunch, coffee mornings 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