



WADDESDON

## **Internship Role Description**

<b>Title:</b>	Visitor Operations Intern
<b>Department:</b>	Visitor Operations
<b>Reporting to:</b>	Matt Hulme (Head of Visitor Operations), Hayley Rowe (Visitor Services Manager) & Francesca Page-Smith (Visitor Engagement Manager)
<b>Period Covered:</b>	January to May 2019

## **Waddesdon Manor**

Waddesdon Manor is a historic house open to the public. Created by Baron Ferdinand de Rothschild from 1874, it is home to the Rothschild Collection and was bequeathed to the National Trust in 1957. Today it is managed independently by a Rothschild charitable trust, The Rothschild Foundation, under the chairmanship of Lord Rothschild. It currently welcomes in the region of 400,000 visitors per year to the property.

Waddesdon is a dynamic place shaped by three generations of Rothschilds, bringing together a world class collection of art and decorative arts of the 18<sup>th</sup> century, displayed in original historic interiors including English 18<sup>th</sup>-century portraits, French 18<sup>th</sup>-century furniture and porcelain, books, drawings and works on paper, textiles and sculpture.

It has a growing collection of contemporary art, a temporary exhibitions gallery and a flourishing exhibitions, education and public events programme. It is also home to one of the finest Victorian gardens in Britain, a working Aviary and is at the heart of the working Waddesdon Estate.

Waddesdon also encompasses a range of commercial activities including retail, catering, a hotel and a conference and wedding business.

### **Overall Purpose of a Waddesdon Internship:**

An internship at Waddesdon will allow participation in some of the most exciting work in a nationally and internationally renowned institution. This will in turn give interns a number of formal and informal learning opportunities that will assist the recipients with their future careers.

Our aim is to ensure we open the doors of Waddesdon as wide as possible to the future curators, conservators, visitor managers, archivists, gardeners, facilities managers, chefs, waiting staff, stewards, cleaners, events managers, administrators and leaders we may need in the future.



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As well as developing talent in our own staff we would also like to give recent graduates, or those interested in working in a similar environment, an opportunity to learn first hand by working alongside us in our daily activities.

### **The Visitor Services Department:**

The Visitor Services team is largely responsible for delivering the day to day functions of opening Waddesdon to the public. Following a significant restructure of the department in 2016 the team is split across 3 areas:

Operations – responsible for offering support to the front line teams, filling gaps and providing administrative support when needed. This team also provides support to other departments during busy events.

Engagement – responsible for telling the story of Waddesdon to our visitors, through a variety of volunteer teams.

Experience – responsible for the sale of tickets, both in advance and on the day, and managing visitor arrivals.

The intern will work closely with the Visitor Services & Visitor Engagement Managers, along their teams to assist in the smooth delivery of the visitor experience.

### **Main Responsibilities:**

The role will suit someone with an interest in a career in visitor experience, with excellent IT skills and an aptitude for working with people.

- Supporting the delivery of guided tours, and events
- Supporting the delivery of the free walks and talks programme
- Assisting with the set-up and administration of the ticketing systems
- Assisting with the delivery of major public events
- Assisting with the day to day function of opening the property to visitors

Working across the department they will get to experience every part of the operation first hand. They will be tasked with updating, renewing and creating the department handbooks from the perspective of somebody that's new to the operation.

The internship will offer the right candidate a rare mix of elements – to work with this popular visitor destination in an exceptional location with a fascinating mix of heritage, art, a programme of family events and even an aviary of endangered birds. For a well-organised and ambitious individual it offers a chance to work with an experienced team, offering enormous potential and tremendous variety.



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**Learning, Skills & Experience Offered (ie. learning outcomes):**

- Understanding the various roles within a large visitor operation team
- Experience of delivering event planning, daily operations, visitor interactions, engagement and interpretation.
- Developing skills in writing and editing
- Volunteer and staff training and management

**Knowledge, Skills & Experience:**

- Excellent Communication Skills, both written and verbal
- Computer skills – Word, Excel and Outlook as a minimum
- Organised with a good attention to detail.
- Ability to deal with others at all levels
- A flexible approach to work, with an aptitude for multi-tasking

**Terms & Conditions**

- 22.5 hours per week, over three days.
- An allowance towards food costs for each working day.
- A National Trust Staff Card with discount entitlements.