



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.

Conservation Raffle Ticket Seller

Reporting to:	Simon Parsons, Welcome and Membership Manager
Based at:	Waddesdon Manor, various locations
Purpose of this role within Waddesdon Manor:	<ul style="list-style-type: none">• Providing visitors with a positive and enjoyable experience is of great importance for us and selling National Trust raffle tickets is a valuable form of additional property income for Waddesdon Manor. We are looking for welcoming and outgoing volunteers to approach as many visitors as possible in a courteous and friendly way to sell raffle tickets to raise money for the National Trust and Waddesdon.• All the money you raise will be matched pound for pound by money from the National Trust headquarters.• You will be a vital part of the visitor experience at Waddesdon and perform an important role conversing with visitors about their day and answering questions.
Key elements of this role you could expect to undertake or be asked to do:	<ol style="list-style-type: none">1. Familiarisation with the aims and objectives of the National Trust, Waddesdon Manor and the particular purpose of the Conservation Raffle.2. Complying fully with the procedures set out in the Conservation Raffle Instructions as issued by the Trust's Raffle Administration Team.3. Selling raffle tickets to visitors in accordance with the guidelines provided.4. Acting as a good ambassador for The National Trust and Waddesdon Manor by approaching visitors in a friendly and courteous manner.5. Attend briefing sessions on new exhibitions and season staff training sessions as required.
You will be working with:	Visitor Welcome and Membership Manager, Visitor Services Manager and maybe other volunteers
Who would be good at this role?	
<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 first impression. Well presented. Good ambassador for Waddesdon Manor. Approachable demeanour.
Education, Qualification, Special Skills	E Good interpersonal skills and numerate.
Work Experience	D Previous experience working with the public. Experience in sales is desirable. Previous experience handling money and being accustomed to administrative procedures is desirable.
Motivation and Aptitude	E Enthusiastic and positive with a passion for fantastic visitor care. 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.
Anticipated Time Contribution:	Commitment of 1 day a fortnight, in particular Saturday and Sunday availability is desirable. Hours as required (by arrangement) usually;

Lunch breaks and comfort breaks:	Weekdays: 12-3.30pm, Weekends: 11-3.30pm A lunch break and tea break are factored into the day
Safety equipment:	n/a
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 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, 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 	
Expenses:	Reimbursement of travel costs between home and Waddesdon Manor in the form of a mileage claim (33p per mile up to a maximum of 60 mile round trip).
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, coffee mornings and Christmas lunch. We are always open to ideas and suggestions on how to keep 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