



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.

Grounds Champion

Reporting to:	Hayley Rowe, Visitor Services Manager
Purpose of this role within Waddesdon -:	This new volunteering role has been developed to ensure that our visitors get as much out of their day as possible, by providing directional information and a friendly face to answer questions. Very much a visible roving post, Grounds Champions will also help to keep the grounds of Waddesdon looking immaculate and presentable for our visitors. This post could also involve selling raffle tickets, helping to raise income for Waddesdon.
Based at :	Around the Grounds of the Manor and the car park Welcome Pavilion (using the Waddesdon buses to move between the two locations if required).
Key elements of this role you can expect to undertake:	<ul style="list-style-type: none">• Roving between the North Front, the Parterre, the Aviary, the Stables, the Woodland Cafe and the Welcome Pavilion in the course of a shift• Providing a recognisable point of contact and welcome/farewell for visitors, answering questions and providing directional information such as:<ul style="list-style-type: none">- Explanation of the map and directions to other areas- Locations of catering outlets / shops / playground etc- Location of Visitor Information for visitors to drop bags- Location of toilets / baby change / Changing Places facilities- Information regarding events and activities• Litter picking to keep the grounds immaculate• When appropriate, selling raffle tickets outside in the grounds• This is a radio carrying post
You will be working with:	Welcome Host and the Visitor Services Assistant team are also based outside in the grounds at fixed points
Anticipated Time Contribution:	The Ground Champion shifts are split into two periods each day (10am to 1.30pm & 1.30pm to 5.00 pm) We ask that volunteers contribute if possible a minimum of 1 day a fortnight and the offer of a weekend day each month.
Lunch breaks and comfort breaks:	Coffee, tea and biscuits are readily available. A lunch break is scheduled where relevant.
Characteristics of a Grounds Champion	<ul style="list-style-type: none">• An interest and enthusiasm for Waddesdon and the work of the National Trust.• Approachable, friendly, well presented with confident interpersonal and communication skills.• Outgoing, enthusiastic and positive with a passion for fantastic visitor care and reliable with good time keeping.• Ability to memorise information• This is an all-weather post based outdoors so an enthusiasm for the outdoors is a must! A level of fitness is also desirable.• Enjoys working as part of a team

	<ul style="list-style-type: none"> • Previous experience of working with the public would be useful.
Training and Induction:	We will provide training in all aspects of the role, including radio usage

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:

- Free entry into National Trust properties (or free entry for another person if the card holder is already a NT member)
- 20% off at National Trust’s online shop and up to 35% off National Trust Holiday Cottages
- 20% off in Waddesdon’s Retail Shops and 10% off in Waddesdon’s Wine Shop.
- Up to 35% off National Trust Holiday Cottages
- 20% discount to volunteer card holders on National Trust Membership
- Reimbursement of travel costs between home and Waddesdon Manor, at 33p per mile (up to a maximum of 60 mile round trip)
- We host events including an annual day trip, Summer picnic, Charity of the Year social events, Christmas lunch and coffee mornings so that our volunteers and staff can spend time with each other as a combined team.

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