



ENGLISH HERITAGE

Wrest Park Room Guide Volunteer Role Description

Why does English Heritage need my support?

We are looking for volunteers to provide a friendly welcome to the mansion at Wrest Park, engage with all visitors and members to create great experiences and ensure everyone gets the most from their visit.

How much time will I be expected to give?

Ideally, you will be available for at least two sessions each month.

There are two sessions available per day, an AM and PM shift. Wrest Park opening hours change throughout the year and are shown below:

1 st April – 30 th October	Daily	10am - 5/6pm
31 st Oct - 23 rd Dec	Sat-Sun	10am - 4pm
2 nd Jan - 10 th Feb	Sat-Sun	10am - 4pm
11 th Feb - 31 st March	Daily	10am - 4pm

The above times are subject to review and change. In addition to these hours, you can also volunteer for events, which are held throughout the year.

Where will I be based?

In the Staterooms and exhibition area, which are inside the mansion at: Wrest Park, Silsoe, Bedfordshire, MK45 4HR

What will I be doing?

This role is all about people and helping visitors to get the most from their visit by:

- Welcoming visitors to the mansion and helping them find their way around, adhering to any Covid guidelines that may be in place
- Bringing Wrest Park to life by inspiring visitors with stories about the mansion and the De Grey family
- Operating the disabled access lift to the mansion
- Suggesting alternative routes when rooms are closed in the mansion
- Sharing information about other things to see and do at Wrest Park.

In preparation for the role, and with our support, you will need to develop an understanding of the history of the site and gardens, together with significant features.

What skills, qualities and experience do I need?

We are looking for confident, effective communicators and team players who have a positive attitude to working with visitors to enhance their visit. Volunteers in this role may have to stand for long periods and may have to spend time outside.

What support and training will I receive?

Full training and on-going support will be provided by English Heritage and will include:

- Familiarisation with site and staff
- Site-induction and health and safety training
- Welcome to English Heritage national induction
- Comprehensive role-specific training
- On-going monitoring and support from the site team to maintain consistency in delivery.

What will English Heritage expect from me?

- To be the friendly face of English Heritage and deliver excellent customer service
- To be reliable in attendance and dependable
- Help us maintain the highest standards of presentation at our sites and properties
- To wear English Heritage volunteer uniform where provided
- Help us protect our properties and collections by understanding and following our security and safety procedures
- Maintain good working relationships with staff, other volunteers and members of the public
- Attend appropriate training and learn about the work of English Heritage
- Observe organisational policy and procedures
- Safeguard confidential information about English Heritage and let us know about anything relating to your role or the work of English Heritage that you think might be controversial
- Any documentary or other material (including any copyright applying thereto) you are provided with or created by you in respect of your volunteering will be the property and copyright of English Heritage (unless otherwise agreed in writing).

What can I expect from English Heritage?

- A welcoming and enjoyable experience
- To be treated fairly and with respect
- Recognition and appreciation for your contribution
- A full induction and training programme with on-going support
- A volunteer pass allowing free entry to English Heritage properties is available on completion of 60 hours or four months of regular volunteering
- Reimbursement of reasonable local travel costs between home and volunteering location within agreed limits
- A certificate to demonstrate work carried out for English Heritage is available on request to show future employers or further education providers
- You will be covered by English Heritage's own indemnity arrangements in respect of all liabilities that may result from your appointment as a volunteer.