Volunteer Role Description
Room Guide

What is a Room Guide?
Room Guides have a vital role to play in bringing National Trust places to life, for inspiring our visitors and helping them to learn more about their place in an interesting and enjoyable way. Room Guides also play a valuable part in safeguarding our interiors and collections.

What’s in it for you?
• Becoming part of a friendly and dedicated team
• Meeting people from all walks of life and making new friends
• Improving your communication skills
• Enjoying new experiences and learning something new every day

What’s involved?
• Providing a warm, friendly welcome to all visitors as the public face of the National Trust
• Learning about Felbrigg Hall as a whole
• Helping visitors to discover more by answering questions, giving short talks, helping with children’s quizzes, trails, handling collections and so on
• Being responsible for the evacuation of visitors in an emergency
• Helping to protect interiors and collections from damage during open hours
• Following security procedures to prevent theft or damage
• Becoming familiar with and then following the National Trust’s Health and Safety Policy at all times
• There may be other activities where we could use your help

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract.
This role will suit people who… have an enthusiastic and friendly manner, enjoy meeting people, like operating as part of a team and who are keen to learn.

Extra information

Your place	Felbrigg Hall
Time commitment	Once a fortnight, or more if you can

Volunteer Manager
Tel
Email
Staff Contact	Mellissa Tadd – House Steward
(if different) 01263 837444
Tel
Email	mellissa.tadd@nationaltrust.org.uk

What you need to wear/ bring
Dress code is smart/casual

Training/Resources
Induction is provided, which includes shadowing other Room Guides

Expenses
Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance

About the National Trust

As Europe’s largest conservation charity, we help everyone across England, Wales and Northern Ireland enjoy all sorts of very special places for ever, for everyone. Become part of our fascinating story – volunteer.