



National
Trust

Car Park Welcome Volunteer & Golf Buggy Driver

What is a Car Park Welcome Volunteer & Golf Buggy Driver

This role comprises two jobs which we have decided to combine into one to provide postholders with as much variety as possible. For both roles you will be based in our Car Park Welcome Building.

As a Car Park Welcome Volunteer, you will provide a warm welcome to all our visitors, with a focus on helping NT members to scan their memberships cards in the car park machine. . You will answer any immediate questions, help them to orientate themselves and generally provide the information they need to ensure they have a comfortable, enjoyable and memorable visit. You will be able to perform any of the tasks described below and support our Visitor Welcome team across the property.

As a Golf Buggy Driver, you will be responsible for checking the golf buggy in the morning and moving it up to the car park. You will repeat this process at the end of the day and put it on charge if necessary. You will be responsible for driving carefully and respectfully at all times, bearing in mind other road users and your passengers. You will personally welcome all coaches that arrive at the Flatford car park. You will explain to the coach driver or organiser that there is a flight of steps leading from the car park to our buildings at Flatford. You will ascertain whether there are any elderly or less mobile visitors on the coach who would welcome a lift on the Golf Buggy rather than negotiate the flight of steps. You will also explain how such visitors should request a return journey on the Golf Buggy once they need to return to the coach. You will also offer this service to all visitors to the car park who you or your NT colleagues believe might welcome a lift on the Golf Buggy. As a volunteer helping our less able visitors, you'll play a crucial part in helping them get to the property as easily as possible and also providing them with a really friendly and knowledgeable welcome. This is a position which can offer variety and the opportunity to learn new skills.

As the friendly, approachable, and friendly face right at the beginning of the visitor journey, you'll be leading the way here at Flatford. Whether you're talking to visitors

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about Flatford, promoting the benefits of NT membership, answering queries or helping us to meet our ambitious targets; you'll be smiling and contributing to the future of the National Trust.

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
- Knowing you have made a difference to someone's day out
- Great personal satisfaction, since you have the opportunity to make a real difference to the historic site at Flatford and enhance the experience for visitors

What's involved as a Car Park Welcome Volunteer ?

- Helping to provide a warm, friendly welcome (and goodbye) to all visitors to the car park at Flatford. In particular, helping NT members to scan their membership cards on the electronic machine.
- Working closely with the staff team, and following their guidance as necessary regarding managing visitor flow and visitor welcome messages.
- Having some knowledge of the booked coach parties arriving at Flatford each day and whether or not each party has also booked a Constable guided tour
- For coach parties who have booked a Constable guided tour, making sure that staff, Bridge Cottage Welcome volunteers and the tour guide(s) are aware of their arrival
- Developing a good knowledge of Flatford, its stories and what it has to offer throughout that day, so that all visitors receive accurate and relevant information to enhance their visit
- Developing a sound knowledge of National Trust membership so you can discuss the benefits with confidence.
- Welcoming families by talking to children as well as adults
- Understanding and communicating key messages
- Dealing with any queries that may arise from visitors and pass to colleagues if necessary
- Being aware of the needs and arrangements for all visitors, including and family visitors
- Selling guide books and explaining how the money raised will be used by the Trust

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- Promoting special events at Flatford and promoting daily guided tours
- Becoming familiar with and then following the National Trust's Health and Safety Policy at all times
- Giving any other appropriate assistance as may be reasonably requested

What's involved as a Golf Buggy driver ?

1. Driving carefully and responsibly at all times, ensuring the safety of yourself, your passengers and other road users. All buggy drivers must hold a full UK driving licence, *be willing to take an onsite driving test and submit a copy of their driving licence* for the National Trust records.
2. Welcoming all coaches that arrive at the car park and determining whether or not any elderly or less mobile visitors would welcome a lift on the golf buggy or may wish to use our Personal Mobility Vehicle
3. Offering all visitors who are elderly or less mobile a lift on the buggy
4. As and when required, driving less able visitors on the multi-seater buggy to and from the car park
5. Maintaining basic servicing requirements (tyre pressures, batteries charged, horn working etc) and general cleanliness and care of the multi-seater buggy.
6. Sharing and upholding the National Trust's values and behaviours at all times
7. Working with Visitor Welcome colleagues to ensure everyone who comes into the car park has an enjoyable experience:.
8. Attend and assist with events throughout the year, as convenient, e.g. concerts and theatre productions
9. Being fully aware of any arrangements for the special needs of less mobile persons and/or children, affording help as required
10. Following emergency fire, accident and safety procedures in accordance with the National Trust's Health and Safety policy, as per training and documentation provided
11. Undertaking any training and/or workshops the National Trust deems appropriate to support your role
12. Undertaking any other appropriate assistance in relation to your role as may be reasonably requested by the Duty Manager/line manager
13. Work in compliance with the Trust's *Health and Safety Policy* at all times.

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This role will suit people who... enjoy variety, like meeting people, have a friendly and helpful nature and like helping others.

Extra information

Your place	Flatford Bridge Cottage
Volunteers required	Ten volunteers to cover 2 shifts (am and pm) each day for: 5 days a week in March/November/December and 7 days a week from 1 st April to 31 st Oct
Time commitment for each volunteer	We need each volunteer to cover one/two shifts a week; the shifts will cover 10.00am until 1.00pm & 1.00pm until 4.00pm each day we are open.
Line Manager	Senior Visitor Experience Officer
Volunteer contact	Volunteer Programme Manager
Training/Resources	Induction, training and development opportunities available
Expenses	Out-of-pocket travel costs between home and volunteering place can be claimed, and other reasonable expenses agreed in advance
How to apply	Please access the National Trust website, details shown below: www.nationaltrust.org.uk On the home page, please select the link 'Join & get involved' and on the next page scroll down to 'Volunteer'. Click on 'Start volunteering' and then scroll down and click on 'Find a volunteer opportunity'. Then click on 'Search our volunteer roles' and in the box that appears type 'Flatford Bridge Cottage' and press the 'Search' button. All our volunteer vacancies will then appear. Just select 'More details' next to any role(s) you are interested in. You will then be able to read about the role. If you wish to apply, please click on the button that says 'Application Form' at the bottom of the role profile. Complete and submit the electronic application form and then just wait to hear from us ! We will be in touch with you within one week.

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About the National Trust

The National Trust is a registered charity and is completely independent of Government. We rely for income on membership fees, donations and legacies, and money raised from our commercial operations. We are supported by 3.7 million members and 55,000 volunteers without whom we simply could not manage. We protect and open to the public over 300 historic houses and gardens and 49 industrial monuments and mills. But it doesn't stop there. We also look after forests, woods, fens, beaches, farmland, downs, moorland, islands, archaeological remains, castles, nature reserves, villages – for places, for ever, for everyone.

About Flatford & the Dedham Vale

Flatford and the Dedham Vale has become internationally known through its association with the artist John Constable R.A., indeed, it is often referred to as *Constable Country*. Constable was inspired by the beauty of the area and his paintings in turn inspire many thousands of visitors, from near and far, to admire the landscape that has changed little in the 150 years since Constable painted it. Around 225,000 visitors per year enjoy this unspoilt landscape through a wide range of activities including walking, fishing, canoeing, painting, family days out and just relaxing in beautiful surroundings.

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