



Volunteer Role Description

Tea Room Host

What is a Tea Room Host?

As a Tea Room Host you will welcome our visitors with a warm and friendly smile and help with the smooth running of the Flatford Tea Room. You will make a positive contribution to the experience and enjoyment of our visitors and help the Tea Room generate funds which help towards the upkeep and improvement of the countryside and buildings at Flatford.

What's in it for you?

- Gain significant food & beverage experience in the National Trust;
- Use your customer service skills and expertise;
- Help us make a profit to support our work;
- Become part of a friendly and dedicated team;
- Meet people from all walks of life and make new friends;
- Improve your communication and merchandising skills;
- Enjoy new experiences and learn something new every day;
- You will be involved in a busy, lively working environment
- You will work with food, drink and fresh produce;
- You will receive full training commensurate with your duties; and
- You will gain great personal satisfaction, since you have the opportunity to make a real difference to our visitors' experience

What's involved?

We aim to tailor your duties to suit your own particular skills and interests.

We may ask you to:

- Chat to customers as they queue, perhaps offering tasting samples or recipe cards and helping them with their queries about the property and locality
- Assist Tea Room staff with service of food and drink
- Help clear rubbish and keep the Tea Room clean and tidy
- Bring fresh vegetables and herbs from the kitchen garden for the kitchen staff to use, perhaps chatting to our visitors about possible uses for garden produce
- Refresh the small floral displays on the tearoom tables

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract

We expect all our staff and volunteers to:

- Maintain high standards of hygiene and cleanliness within the Tea Room so that our visitors always enjoy a welcoming and safe environment. This will include clearing tables, helping with the dishwasher and carrying out cleaning tasks as requested
- Help clear the picnic tables outside and clear any litter you might find
- Become familiar with and follow the National Trust's Health and Safety Policy
- There may be other activities where we could use your help

This role will suit people who... enjoy working at pace in a busy, lively environment and who enjoy meeting the general public and being part of a team. All our volunteers are kept up to date with Flatford news & events, and receive our regular newsletter. There are also many opportunities to join us at social gatherings throughout the year – where you can meet volunteers from all our different roles.

Extra information

Your place	Flatford Tea Room
Time commitment	At least one day a week from 11.00am until 3.00pm. We need help on Mondays, Tuesdays, Fridays, Saturdays and Sundays which you will agree with our Food & Beverage Manager. We are open two days a week in the winter and seven days a week from April to October.
Line Manager	Food & Beverage Manager
Volunteer Contact	Volunteer Programme Manager
What you need to wear/ bring	Clean, suitable shoes and clothing – we will advise you about any specific clothing standards. We will provide an apron and any protective or corporate clothing required.
Training/Resources	You will receive on the job training in food safety, health and safety, use of specialist equipment and any other relevant topic commensurate with your duties
Expenses	Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance

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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.

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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