



Volunteer Role Description

Visitor Services Assistant Volunteer

What is a Visitor Services Assistant Volunteer?

Visitor Services Assistant Volunteers will provide a helpful and friendly service that will contribute to the smooth running of the property. Providing a warm welcome for our visitors 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 all areas of Visitor Services across the property. This is a position which can offer variety and the opportunity to learn new skills.

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
- Great personal satisfaction, since you have the opportunity to make a real difference to our visitors' experience

What's involved?

- Providing a warm, friendly welcome (and goodbye) to all visitors as the public face of the place and the National Trust as a charity
- Developing a good knowledge of the individual place, its stories and what it has to offer throughout that day, so that all visitors receive accurate and relevant information to enhance their visit
- Welcoming families by talking to children as well as adults
- Understanding and communicating key messages
- Deal with any queries that may arise from visitors and pass to colleagues if necessary

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

- Be aware of the needs and arrangements for all visitors, including disabled and family visitors
- Sell raffle tickets and explain how the money raised will be used
- Assisting with events and promote guided tours & rambles
- Become familiar with and then follow the National Trust's Health and Safety Policy at all times
- Giving any other appropriate assistance as may be reasonably requested

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
Time commitment	Once a week
Volunteer Manager	Simon Peachey, Senior Visitor Services Assistant
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

About National Trust

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.

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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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