



National
Trust

Volunteer Role Summary

Welcome Assistant – Oxburgh Hall

Roll out the red carpet! We need to give a warm welcome, as well as any important information visitors will need to get the most out of their day. Welcome Assistant volunteers are multi-tasking superstars who can brighten up even the rainiest day!

“Although a National Trust member for several years I never considered volunteering until I moved south to Norfolk. The rewards - many new friends, a great learning experience and the joy of sharing this with visitors from all areas of both this country and abroad” Kate Lawrence

By getting involved, you could

- Use your smile and communication skills to help people feel at home
- Help us meet our membership targets, so we can continue doing great work
- Join an enthusiastic and varied team and make some new friends
- See National Trust properties from a whole new perspective.

What’s involved?

- Making everyone welcome, answering questions about Oxburgh Hall and the Trust as a whole
- Helping if people ask, and thinking about the best routes around the property, especially for disabled people and families
- Finding out what’s on offer at Oxburgh Hall and other local sites, so you can promote The Trust, and encourage people to join
- Keeping in touch with the wider team, so you know what’s happening each day
- Getting to know the processes for enrolling new members, like direct debit or card payments, and setting up subscriptions
- Keeping the reception area inviting, up to date and a hub of activity
- Getting to know health and safety and evacuation procedures
- There might be some other activities that are of interest to you, that we could use your help with.

This is a voluntary role. This role summary isn’t legally binding or a contract.

This role will suit you if you are ...

- Someone who loves meeting new people – there'll be plenty every day!
- Passionate about Oxburgh Hall and the Trust as a whole
- Cheerful - even when a coach party has just arrived and it's a little bit hectic!
- Organised, and good with paperwork
- Available at least once a fortnight

Extra Information

- We'll help you get to know Oxburgh Hall, how you can help and how you will work with the rest of the team – with induction and training
- We provide equipment to help you do this role well and safely, as required.
- We'll also cover agreed costs of your travel between home and Oxburgh Hall

Find out more

Contact Sarah Garner on 01366 328258 or sarah.garner@nationaltrust.org.uk or visit www.nationaltrust.org.uk/oxburgh-hall

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