

Volunteer Role Summary

Meet & Greet Host - Stoneywell

What is a Meet & Greet Host?

A Meet and Greet Host will provide a warm welcome for all visitors, answer any immediate questions, help them to orientate themselves, and generally give them the information they need to ensure they have a comfortable, enjoyable and memorable visit. You will be based mainly in the Stable Yard area and meet people off the Shuttlebus from the car park. You will also say goodbye to visitors and organize their return to the car park as well as picking up on any feedback or issues they may have had.

What's in it for you?

- Becoming a vital part of a friendly and dedicated team
- Meeting people from all walks of life
- Making new friends
- Improving your communication skills
- Enjoying new experiences

What's involved?

- Welcoming visitors to the site
- Learning about Stoneywell as a whole, particularly the history of the Stables
- Making sure visitors are prepared for their visit with appropriate tickets, information and map
- Some cash handling
- Organizing people on and off the Shuttlebus
- Being able to adapt your approach to meet the needs of different audiences, for example family groups, bearing in mind any access and inclusion requirements they may have
- Attending relevant training and workshops
- Participating in peer support
- Following security procedures to prevent theft or damage

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

- Being involved in the evacuation of visitors in an emergency
- Being prepared to cover for other suitable roles as required
- Becoming familiar with and then following the National Trust's Health and Safety Policy at all times

This role will suit people who ...

- Have an enthusiastic and friendly manner
- Are confident in talking to groups of people
- Have good time management skills
- Friendly and ready to answer questions - you never know what you'll be asked!
- Keen to discover more about Stoneywell and its history

Extra information

Your place Stoneywell

Time commitment Stoneywell will be open seven days a week from 10.00am to 5.00pm and from February to November. Attendance should ideally be at least one day per fortnight but split days can be catered for.

Volunteer Manager Jennie Lloyd

Training/Resources Volunteers will be given an induction and any necessary training.

Expenses Out-of-pocket travel costs between home and volunteering place up to a max of 40 mile round trip will be paid. Other reasonable expenses agreed in advance

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 3.8 million members and 61,000 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 Stoneywell

Stoneywell, (in Ulverscroft Leicestershire), is a Grade II* listed Arts and Crafts cottage completed in 1899. Ernest Gimson, son of a Leicester industrialist, and a luminary of the Arts & Crafts Movement, designed it as a holiday house for his elder brother, Sydney. The cottage has passed with the majority of its contents through three generations. It became a full-time residence from the middle of the last century – most recently being the home of Donald and Anne Gimson, who brought up their two children there. The cottage is surrounded by a garden and the grounds include an ancient woodland. Stoneywell was acquired by the National Trust in late 2012 and opened to the public in early 2014.

Find out more

Contact Jennie Lloyd on 01530 248040 or jennie.lloyd@nationaltrust.org.uk or visit nationaltrust.org.uk/stoneywell