



## **Volunteer Role Profile**

### **Visitor Services Internship**

#### **Role Summary:**

Visitor Services Interns will assist the Visitor Services Manager in ensuring visitors have a high quality, very enjoyable visit to Strawberry Hill House. The intern will be working with our customers, staff and volunteers, in all areas of the building and garden.

This role will give the intern broad, relevant experience of a very high standard through working alongside our experienced people.

We will provide full training and help develop the intern's skills. Travel expenses between the intern's home and Strawberry Hill House will be paid and we will assist with other expenses as long as these are agreed in advance.

**Reporting to:** Visitor Services Manager

**Commitment:** Up to 30 hours per week on days the house is open (Saturday, Sunday, Monday, Tuesday, Wednesday) although the hours and days you volunteer are up to you. To get the most out of this internship we suggest volunteering at least two or three days a week, including at least one weekend day, and spending between three and nine months in the role to gain broad experience.

#### **Examples of Key Responsibilities:**

- Answer visitor questions, provide information about the house, and deal with queries or complaints.
- Assist in the opening and closing of the house and make sure the building is secure.
- Assist in the Shop with selling tickets, merchandising the shelves and processing Gift Aid payments, and handling cash
- General housekeeping duties
- Help with the volunteer rota

- Greet school groups and help with setting up for education visitors and workshops.
- Greet Tour Groups
- Support public events and workshops
- With the Functions Manager help at weddings and with private dining
- Be responsible for the security of keys and codes used during work

**Personal qualities:**

- Wants to learn more about the operation of an historic property visitor attraction.
- Has or is working towards a relevant qualification.
- Enjoys meeting and helping new people
- Is reliable and has good interpersonal skills.
- Has good numeracy and literacy skills.
- Has good IT skills

**This document is intended as a guide to responsibilities undertaken by volunteers and is not a legally binding document.**

*Last Updated: 26 February 2014 by Nick Smith*