



STOWE HOUSE

Visitor Experience

Assistant



Visitor Services Team



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Volunteer Visitor Experience Assistant

Why should I volunteer for Stowe House?

Have you got bags of enthusiasm and initiative? Brilliant customer service is at the heart of what we do and our Visitor Experience Assistants leave our visitors feeling refreshed, inspired and sometimes even amazed.

If you love meeting new people and sharing your passion for historic places this could be the role for you. You will work alongside the wider Visitor Services team to ensure the visitor experience meets our high standards. You will also be on hand to assist visitors throughout their visit and helping to support the Visitor Services team in the day to day running of Stowe House.

What will I be doing?

- Assisting the Visitor Services Team to prepare the property for public opening and assist in the closing down procedure.
- Welcoming visitors at entrances and explain what's on each day, advertising our range of tours, family-fun activities and special events.
- Operating the tills on the Welcome Desk to book visitors onto guided tours and to sell Annual Passes, gifts and refreshments. No previous till experience required; full training will be given.
- Providing a brilliant visitor experience; being proactive and approachable with the visitors' experience in mind. Being informative and knowledgeable when answering visitors' questions about Stowe House.
- Engaging with families and handing out trails and activity sheets.
- Being proactive in providing low-level security to Stowe House during opening hours.
- Work within Stowe House Preservation Trust's procedures.
- Work in compliance with the Stowe House Preservation Trust's Health and Safety Policy at all times.
- Undertake training as and when required.



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What qualities, skills and experience do I need?

You will need lots of enthusiasm and initiative (brilliant customer service is our focus) and as a volunteer you will be representing not only the Stowe House Preservation Trust but also Stowe School and the National Trust (our site partners). Volunteering is flexible and you will need to be adaptable due to our relationship with Stowe School and the National Trust.

Although no previous experience is required this role would suit someone who has an outgoing personality and who enjoys talking and interacting with the public. You will be practical and hands on as we also need help in opening, manning and closing the House with the team, including cashing up at the end of day. You will be working with a friendly team and may sometimes be asked to work independently and if you want a challenge there is always the opportunity to take on more responsibility.

How much time will I be expected to give?

One day a week or a fortnight (season dependent).

Where will I be based?

Stowe House, Buckingham, MK18 5EH

What support and training will I get?

All volunteer posts report to the Stowe House Preservation Trust Visitor Services Manager. Full training is given for each post. In addition to general training you will also receive detailed till training to help you with this role.

What can I expect from Stowe House?

- A welcoming and enjoyable volunteering experience.
- A full induction and training programme with on-going support.
- Regular Volunteer Coffee Mornings, bi-annual Volunteer Trips to other historic properties and museums as well as other Volunteer social events such as the annual Christmas Lunch.
- Reimbursement of out-of-pocket travel costs between home and volunteering location.

*All these arrangements are binding in honour only
and not intended to be legally binding.*