



STOWE HOUSE

Volunteer

Steward



Visitor Services Team



Volunteer Steward

Why should I volunteer for Stowe House?

As a Volunteer Steward you will play a crucial role in helping to open Stowe House to visitors. This is a fantastic role if you like talking to people. Brilliant customer service is at the heart of what we do and our Volunteer Stewards help our visitors to discover more about Stowe House and leave them feeling inspired. You will also be key in imparting a welcoming presence and enhancing security alongside acting as a friendly and informative information point in our Welcome Centre or State rooms (holiday time).

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, engaging visitors and supporting 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.
- Helping visitors to discover more about Stowe House and be inspired during their visit.
- Monitor the State rooms throughout the day to ensure that all visitors view the property at its best.
- Being the 'tail end' of tours, making sure visitors keep up with the tour.
- Welcoming visitors at entrances and explain what's on each day, advertising our range of tours, family-fun activities and special events.
- 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 children and hand 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.

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. This role would suit someone who has an outgoing personality and who enjoys talking and interacting with the public. You will need to be able to work as part of a team, as well as able to work alone.

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.

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.