



## **Volunteer House Steward – Role Description**

Volunteer House Stewards are the face of Doddington Hall for our visitors and are central members of the team, without whom we would be unable to open to the public. Volunteer stewards each play an integral part in contributing to visitors' safe enjoyment and understanding of the Hall, in creating 'good lasting memories', and in assisting with the overall security of the property. Stewards provide a vital interface with the visiting public by responding to questions asked in a concise, informative, positive and friendly manner.

### **Main purpose of role:**

- To provide a welcoming presence and to deal with visitor enquiries
- To play a key role in presenting Doddington Hall to its best advantage to the visiting public
- To assist with the security and protection of the Hall and its contents by being vigilant at all times while on duty

### **Key elements:**

- Overseeing all matters affecting the contents and fabric of the House, its use and its enjoyment by visitors and reporting back as appropriate
- Being familiar with, and where appropriate implementing, emergency fire, evacuation and accident procedures and the Hall's Health and Safety policy
- Having an awareness for any arrangements available for the special needs of disabled and visually impaired visitors as well as children, and supplying help where necessary

We already have a wonderful team of volunteers of all ages who assist in different parts of the House with different aspects of the House opening, but we are very keen to recruit more volunteers. Volunteer House Stewards should expect to be involved in a variety of tasks – from welcoming visitors at Front of House, promoting the sale of Guide Books, providing practical assistance and information to visitors when required, encouraging and helping children to complete Activity Sheets, assisting disabled and visually impaired visitors to use both the Virtual and Sensory Tours, dealing with visitor complaints, security issues and health and safety issues.

House Stewards will be directly responsible to Nicky Wilson, *House Manager*, who will allocate tasks depending on individual volunteer's aspirations, needs, skills and experience.

### **Training:**

Following initial induction and training, Doddington Hall shall provide every encouragement and support to volunteers so that they may acquire the necessary knowledge and confidence to carry out their role as a House Steward to the best of their ability. Training workshops and 'refresher sessions' are held throughout the year to provide volunteers with support and up-to-date information on a variety of issues relating to their role, the opening of the House, Health

and Safety and security matters. Sessions provide a valuable opportunity for general discussion and volunteer feedback.

We shall always attempt to make good use of any special skills, knowledge and aspirations that our volunteers may have, and shall encourage and provide training for those who would like to become Guides. We should try to ensure that any special objectives volunteers have are met within the practical constraints of opening up the rooms and contents of a stately (and still lived-in) family home to the public.

**Anticipated time contribution:**

We should generally expect some sort of regular commitment from our Volunteer House Stewards, whether weekly, fortnightly or even monthly, throughout the open season (April 8<sup>th</sup> to the end of September 2012). It is important that we have an idea about when people are available, what specific tasks individuals would like to undertake and in which areas of the House volunteers would like to work at the start of the season – so that rotas may be compiled well in advance. If a volunteer is ultimately unable to meet a commitment due to illness etc, then it is vital that the House Manager or Volunteer Co-Ordinator is informed as soon as possible so that contingencies may be implemented.

**Public opening times 2012:**

(Gardens only – Sundays only, 12<sup>th</sup> February to 1st April, 11am – 4pm; Sundays only throughout October, 11am – 4pm).

House & Gardens – Wednesdays, Sundays & Bank Holiday Mondays, from 8<sup>th</sup> April (Easter Day) to the end of September, 1 – 5pm. Gardens are open from 11am – 5pm. Last admission 4.15pm.

**Expenses:**

We shall reimburse out of pocket travel costs. Please note that there is a maximum limit of 36 miles (round trip) per session worked in operation which we are able to re-imburse.

We offer free tea, coffee and cake in the Gatehouse Tearoom for all our House volunteers.

**Enquiries:**

Please contact Gill Hall, *Volunteer Co-Ordinator*, on **01522 812 510** if you would like further information/an informal chat and an application form. Otherwise, please write to:-

Gill Hall,  
*Volunteer Co-Ordinator*  
The Estate Office,  
Doddington Hall & Gardens,  
Doddington.  
Lincoln.  
LN6 4RU

Email: [info@doddingtonhall.com](mailto:info@doddingtonhall.com)

Website: [www.doddingtonhall.com](http://www.doddingtonhall.com)