



ROLE TITLE: House Room Steward

REPORTING TO: Gallery & Learning Coordinator and Security Supervisor

ACCOUNTABLE TO: Curator & Head of Learning and Chief Executive.

Weston was the ancestral home to the Earls of Bradford and contains internationally important collections of art and antiques, which reflect the collecting passions of the Newport and Bridgeman families.

Volunteer Room Stewards play a very important role within the 17th Century House, ensuring that visitors to the house have an informative and enjoyable day.

Volunteer Room Stewards are required to provide information to visitors, this can be within a particular room or between a number of rooms which the room steward walks between, making sure the collection is preserved and looked after for future generations.

PURPOSE OF ROLE:

- To welcome and enhance visitors enjoyment of Weston Park.
- To provide information about the history of the Weston Park House
- Direct the public around the visitor route
- To maintain vigilance and awareness with regards the collection for conservation and security purposes

MAIN RESPONSIBILITIES:

- To present a welcoming and professional image to all visitors.
- To be proactive in approaching and assisting visitors, providing information about the history of the House and collection
- To be pro-active in developing personal knowledge about the history of the House and its contents
- To be aware of other attractions and facilities available on site in order to inform the public

- To care for the collections and items on display by promoting/ensuring their safe and respectful treatment.
- To understand the importance of corporate activities at Weston Park, respecting guests attending these and to share relevant information with visiting members of the public

DAYS AND HOURS OF INVOLVEMENT:

The House is open Sunday to Tuesday during the open season over Easter and school summer holidays. Hours of duty are 12:45 until 5pm. Additional tour duties may arise during the rest of the year.

VOLUNTEER SPECIFICATION:

- An interest in the area you are volunteering within the historically rich house
- Must be reliable
- Security conscious
- Friendly, outgoing personality, greeting all visitors with a smile
- Customer focused
- Health and Safety aware
- Diplomatic

LENGTH OF YOUR COMMITMENT TO US:

The length of positions varies according to the circumstances of each person. Weston Park's House and Gardens are open seasonally between Whitsun and September.