



## Volunteer Role Summary

### House Experience Volunteer - Mr Straw's House

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Our House Experience Volunteers add the sparkle to any visit – giving everyone a warm welcome, bringing stories from Mr Straw's House to life and helping people get the best out of their day.

#### **By getting involved, you could**

- Spend time in our fabulous places that are packed with history
- Get to know Mr Straw's House and our visitors
- Be part of a varied and enthusiastic team and form new friendships
- Gain experience in storytelling and visitor welcome
- Develop and share your knowledge
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- You'd also be joining Europe's largest conservation charity and the wider National Trust team proudly looking after 780 miles of coastline, over 250,000 hectares of land, over 500 historic houses, castles, ancient monuments, gardens, parks and nature reserves (including lighthouses, villages, pubs and a gold mine!). We are a unique charity welcoming millions of people each year and with a vision to open up places for the benefit of everyone, for ever.

#### **What's involved?**

**This is a voluntary role, so it isn't legally binding or a contract**

- Creating a warm welcome for everyone who visits
- Responding to the different needs of different visitors, including people with additional access needs
- Finding out what visitors are looking for from their visit and helping them decide how to get the best of their day
- Sharing inspirational stories, curious facts and practical information or simply the space for visitors to wander at their own pace
- Learning more about Mr Straw's House so you can share all that's special – indoors and out
- There'll be plenty of opportunity to do the little things that make a big difference, such as opening a door to a secret corridor or room.
- Responding to the changing needs of Mr Straw's House – getting involved in supporting temporary exhibitions and permanent collections, researching, hosting, leading tours or leading talks (delete as appropriate)
- Supporting with health and safety and evacuation procedures if required
- Being part of a team that may need to adapt and change in response to local needs, National Trust priorities or changes to government guidelines e.g .Covid
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- We want all our volunteers to feel welcome and to have an equally positive experience when volunteering with us. So, volunteers will:
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- Be provided with the necessary induction, training, equipment and reasonable adjustments to do this role well and safely
- Be offered expenses to cover agreed travel costs between home and place of volunteering.
- Have remote access to support, news and rotas via our volunteer website

### **This role will suit you if you are...**

- Full of enthusiasm and enjoy engaging and inspiring visitors of all ages
- Someone who loves being around people – you'll meet a lot each day!
- Interested in Mr Straw's House – you don't need to know all of the history, but as a House Experience Volunteer you'll enjoy picking up lots of facts and figures
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- All National Trust volunteers will be asked to
- Respect and uphold the National Trust values whilst volunteering with us
- Complete training required of all NT volunteers and any role specific training
- Adhere to relevant policies and processes including safeguarding, health and safety, and equality and diversity

### **Extra information**

- We'll help you get to know Mr Straw's House, how you can help and how you will work with the rest of the team – with induction and training
- We provide equipment to help you do this role well and safely
- We'll also cover agreed costs of your travel between home and Mr Straw's House

### **Find out more**

Contact Claire Sarris on tel 01909 511081 or email [claire.sarris@nationaltrust.org.uk](mailto:claire.sarris@nationaltrust.org.uk) or visit website <http://www.nationaltrust.org.uk/mr-straws-house/>

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