



# Volunteer Role Description

## Room Steward

As a volunteer you will become an important part of Hall Place, supporting our work and enhancing the experience of our visitors. We are looking to add to the existing volunteer team at Hall Place to enhance the visitor experience and safeguard the houses and their contents.

### Locations:

Hall Place & Gardens, Bourne Road, Bexley DA5 1PQ

[www.hallplace.org.uk](http://www.hallplace.org.uk)

### What's involved?

- Offering a warm and informed welcome to visitors and helping them get the most out of their visit
- Answering any queries about the facilities and events on site
- Representing Hall Place in a professional manner
- Pro-actively promoting the work of Hall Place
- Keeping up-to-date with the site's daily and seasonal events
- Helping visitors find their way around the house and/or gardens
- Assisting with the daily visitor care routines including health and safety and emergency evacuations as required.
- Assisting the staff to ensure the smooth running of the property when open to the public and hosting multiple functions/bookings (visitors, weddings, events, group bookings, schools etc)

### This role would suit people who:

- Have enthusiasm for history and museums and are keen to learn
- Enjoy meeting and talking to people
- Are reliable with good time-keeping skills
- Demonstrate a commitment to deliver excellent customer service
- Have a flexible approach to working alone or as part of a team

### What's in it for you?

- The opportunity to develop your knowledge of the history of Hall Place
- Experience of working in the historic environment and with the general public
- An opportunity to meet new people with shared interests
- Development of customer service and communication skills

### How much time would you need to give?

- Our recommended minimum commitment for time spent volunteering with Hall Place is one session (morning or afternoon) per week
- The signing up rota is flexible. You can sign up for a regular session once a week or volunteer on a more casual basis.
- There may also be times when you are required to attend training sessions and meetings, outside of your regular sessions

## **Expenses**

Hall Place is able to reimburse reasonable travel expenses to and from sessions. Expenses can be claimed and paid on a monthly basis.

## **What happens next?**

If you are interested in becoming a volunteer room steward at Hall Place then you will need to:

- Complete a volunteer record sheet and return it to the Volunteer Co-ordinator, who is based at Hall Place
- Attend an informal meeting with a member of staff. This will allow Hall Place to find out a little more about you, why you're interested in volunteering and any previous experience or skills you may have

If your application is successful you will need to attend a Health and Safety Induction where:

- All information about the history of the house will be given for you to take home
- You will be introduced to the duty manager and the volunteer co-ordinator
- You will sign up for your first few sessions, so support from existing volunteers, staff and the volunteer co-ordinator can be arranged

Please get in touch if you are interested in becoming a volunteer or have any questions:

## **Hall Place Volunteer Co-ordinator**

020 3045 4088

kirsty.macklen@bexley.gov.uk

***Please note: this role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract***