

The Duke and Duchess of Devonshire

ROLE DESCRIPTION



Role Title: Visitor Welcome Volunteer
Reporting to: Education Assistant

Purpose of role:

- To provide additional visitor welcome
- To provide information about Chatsworth and services

Main Responsibilities:

- To present a welcoming and professional image to all Chatsworth visitors.
- To be proactive in approaching, welcoming and assisting visitors regarding the attractions and facilities available on the site.
- To be sensitive to those visitors who do not wish to be approached.
- To be based in the areas immediately outside the entrances to the house and garden.
- To drive buggies providing transport for visitors up and down Lodge Hill.
- To attend training and induction provided to reach the necessary level of knowledge required.
- To be aware of, and adhere to, all health and safety guidance in place for the benefit of yourself and visitors.
- To be particularly aware of the dangers of moving vehicles.
- Be aware of any dangerous occurrences and report these promptly.
- To be clean, smartly presented and enthusiastic at all times.

This is not an exhaustive list of duties, and the Duke of Devonshire reserves the right to amend this list within reason according to the needs of the business.

Person Specification:

- ❖ Friendly and outgoing
- ❖ Enjoys meeting people
- ❖ Articulate
- ❖ Customer-focused
- ❖ Calm
- ❖ Health and safety aware
- ❖ Enjoys working outdoors
- ❖ An interest in historic properties and/or the leisure and tourism industry an advantage
- ❖ Able to provide two references

Benefits:

Travelling expenses @ 35p per mile up to maximum of £6 per day.
Temporary staff pass, incorporating all benefits, following 50 hour probationary period.

Opportunity to apply for internally advertised vacancies.

Requested hours of service:

A minimum of 1 shift per week, 11.00 – 17.00, Monday to Sunday.

Length of position:

Seasonal, between March and December.