

# Volunteer House Ambassador



[harewood.org](http://harewood.org)



## **ABOUT HAREWOOD**

Harewood House Trust is an educational charity which attracts around 250,000 visitors every year. It is one of England's finest 18th Century country houses, set in over 100 acres of beautiful grounds and gardens. An accredited museum it is also the family seat of the Earl and Countess of Harewood.

Harewood House was built using profits made from the Transatlantic trade in enslaved people and its associated industries. Today, Harewood is a safe place in which we can have open conversations about our past and bring communities together, using our history as a means of working together for a better society.

Alongside the care, conservation and interpretation of its core collections, Harewood curates innovative and everchanging exhibitions, celebrating and collaborating with a diverse range of individuals and groups.

Through its trading operation the Trust manages and delivers major outdoor events, conferences, corporate functions, fine dining, cafés and other retail and food outlets throughout the site.

The Trust has great ambitions for Harewood's future, as well as celebrating its fascinating past. It has recently built a new playground and embarked on an exciting major project to reimagine its key historic landscape and gardens and create a new visitor welcome centre. All designed to grow our audiences, generate new income and provide an excellent visitor experience.

## **OUR VOLUNTEER PROGRAMME**

At Harewood, our volunteering programme has been running for over twenty five years and we currently have around 200 volunteers. Our vision is to create a sector-leading, inclusive, and sustainable volunteering programme that meets the needs of the Trust and provides a positive volunteer experience for people of all ages, ethnicities, and abilities. Volunteers are pivotal to our aims and aspirations. We love involving volunteers in the work we do be that engaging with visitors, caring for our gardens and collections, running our Secondhand Bookshop, driving our electric shuttles, helping operate our ferry and assisting with delivering our learning programme.

Volunteers bring a wealth of experience and get involved for many varied reasons; including a love of heritage and gardens, to gain employability skills, and for social contact. At Harewood, we feel that we have created a safe welcoming space, where volunteers can flourish, contribute meaningfully and feel a sense of belonging. We want to give opportunities to as wide a range of people as possible and help volunteers in their aims as much as they support us in ours.



## **VOLUNTEER HOUSE AMBASSADOR**

### **INTRODUCTION**

We believe that our fabulous team of volunteers have a huge impact on visitors' experiences, bringing the House to life with stories, engaging conversations and friendly smiles. We consistently receive positive feedback on the welcoming environment in the House and we hope that you find your experience volunteering with us to be fulfilling and enriching.

The main activity for a House Ambassador is to proactively engage with the visitors during their time at Harewood. You will also support staff to ensure that our high standards of conservation and health and safety are upheld and that any concerns are reported.

### **WHAT'S INVOLVED?**

Visitor Experience Staff and Volunteer House Ambassadors work together to ensure that all visitors have the best possible experience and will want to return again and again.

#### **Engagement**

House Ambassadors are essential to the visitor experience. You will be a friendly face to talk to, a person who can answer visitors' queries and a person who has the power to inspire and enlighten our visitors with a sense of curiosity and adventure.

We'll support you to engage with our changing exhibition programme and to talk sensitively about our history, acknowledging and recognising the experience of enslaved people and themes of wealth and power inherent within our own history, art collections and cultural experience.

#### **Caring for our collection**

Harewood House is home to a renowned collection that is of national importance. Whilst your main role is to engage with visitors, we also ask that you stay vigilant in your surroundings. Visitors are made aware of our expectations when they enter the House but should there be anything unusual or concerning, please report it to a member of staff.

#### **Health and Safety**

The wellbeing of our visitors, volunteers and staff is paramount and volunteers have an important part to play in maintaining a safe and welcoming environment within the House.

## **WHO WILL THIS ROLE APPEAL TO?**

Someone who:-

- Is friendly, approachable and confident to engage with a variety of people
- Has a passion for history, arts and craft and enjoys sharing their knowledge with Harewood's visitors
- Can embrace and learn how to ignite visitors interest in an ever-changing exhibition programme
- Willing to support the Visitor Experience Team to uphold excellent customer service and health and safety practices

## **WHAT WILL HAREWOOD EXPECT FROM ME?**

To:-

- be a friendly face of Harewood and deliver excellent customer service
- positively promote Harewood's charitable aims and aspirations
- commit to the role, volunteering on the dates and times that have been mutually agreed
- treat visitors, staff and fellow volunteers with respect and understanding at all times
- observe Harewood's organisational policies and procedures and uphold Harewood's values
- safeguard confidential information about Harewood House Trust.

## **HOW WILL I BENEFIT?**

- You'll be based in an exquisitely conserved 18th Century house.
- You'll have the opportunity to learn about our history and collections and be part of the engagement team that brings these conversations into the present day.
- You'll get to engage with visitors and develop excellent customer service and story-telling skills.
- You'll see first-hand the ongoing work we do to conserve our collections for generations to come.
- You'll gain an understanding of the daily operations of a historic house.

## **AS A VOLUNTEER WHAT CAN I EXPECT FROM HAREWOOD?**

- A welcoming and inclusive volunteering environment
- To be treated fairly and with respect
- Recognition and appreciation for your contribution
- General induction, role specific training with on-going support
- Reimbursement of travel costs between home and Harewood House up to a maximum of £10 per day.
- Regular newsletters and volunteer meetings to provide an insight into all that is happening at Harewood
- Access to a web-based volunteer system to manage your volunteering shifts and receive updates.

## **OUR VALUES**

Caring – demonstrate quality in your own work, showing support for those around you, respecting audiences and colleagues, showing empathy

Together – showing a commitment to team work, collaboration, belief in an organisation's mission and vision, living brand values

Adventurous – demonstrate energy and zeal in your attitude to work, being proactive, having a curious mind, being confident in your decisions, embracing innovation

Challenging – showing a commitment to high standards with rigour in your own work, learning from every opportunity, proactively questioning to ensure best results



## **BENEFITS & DETAILS**

### **Benefits**

Discount in onsite cafés + retail outlets;  
Free access to the site with up to three guests throughout the year (with the exception of Christmas and certain events);  
Access to Northern Museum Volunteer pass;  
Free parking.

### **Travel expenses**

Travel expenses are reimbursed up to £ 10 per day. Harewood is well served by the 36 Bus running from Leeds to Harrogate.

### **Training**

We will:-

- offer an introductory tour of the House with an experienced guide.
- provide you with a “buddy” who will be with you for your first three shifts in the role.
- show you how to use an iPad to access detailed information about the House, the people who have lived there and important items in the collection.
- aim to promote your development if there is a particular area you are interested in.

### **Support available**

We believe Harewood is a welcoming and inclusive place to volunteer. Throughout your time volunteering with us you will be supported by and have access to an experienced Volunteer Manager, other members of the team and the Volunteer Coordinator.

### **Time commitment**

We offer morning shifts (10.20am to 1.15pm) or afternoon shifts (1.05pm to 3.30pm) and give you the flexibility to choose which shifts work for you. There is no minimum commitment but for the volunteering experience to be mutually beneficial for you and ourselves we would hope that you would volunteer on a number of occasions. At Christmas the day is split into 3 shifts as we are open for longer hours.

We are busiest at weekends and during the holidays and greatly appreciate support given at these times.



## **LOCATION**

Harewood House Trust, Harewood, Leeds, LS17 9LG. Harewood is 7 miles outside of Leeds and is well served by public transport: [goodjourney.org.uk/attraction/harewoodhouse](http://goodjourney.org.uk/attraction/harewoodhouse)

## **MORE INFORMATION**

If you have any further questions about the role, please contact our House Supervisor at [house.supervisor@harewood.org](mailto:house.supervisor@harewood.org).

## **NEXT STEPS & HOW TO APPLY**

Please submit an application form to [volunteer@harewood.org](mailto:volunteer@harewood.org). If you require the forms in an alternative format, please get in touch.

Thank you for reading this pack. We look forward to hearing from you!



For more information please get in  
touch  
Volunteer Coordinator  
[volunteer@harewood.org](mailto:volunteer@harewood.org)



**HAREWOOD**

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