

# Volunteer Shuttle Driver



Shuttle Stop

Free shuttle in service  
10am-5pm (subject to  
volunteer availability).

Wheelchair and  
pram accessible.

Call 0113 218 1000  
for assistance.



[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 ever-changing 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 embarked on an exciting major project to reimagine its key historic landscape and gardens, build a new playground 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.



 HAREWOOD

## **VOLUNTEER SHUTTLE DRIVER**

### **INTRODUCTION**

Our volunteer-led Shuttle Service is an essential component in the Trust's commitment to make Harewood accessible to all. The Shuttle is a free, wheelchair accessible electric vehicle that moves between designated stops across the Grounds and Gardens.

As a Shuttle Driver, you will respond to radio calls requesting pick ups from across the site, ensuring visitors get the most out of their visit and offering a friendly, welcoming hand along the way.

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

Using the 2-way radio provided to you, you will work with all front-line teams to coordinate pick ups/drop offs for visitors from the Main Arch, through to the Church, House, Car park, Courtyard and finally the Ferry. You will also act as the face of Harewood, promoting the visitor offer and speaking to visitors about Harewood's history and charitable aims.

You may be required to help visitors embark/disembark the Shuttle, as well as operate the manual pull-out ramp.

There will also be opportunity to see some of Harewood's diverse wildlife and landscape throughout the Grounds, and speak with visitors about its history, answer any queries about the site and surroundings, and learn more about the landscape throughout the seasons.

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

Someone who:-

- Is friendly, approachable and confident to engage with a variety of people
- Willing to support the Visitor Experience Team to uphold excellent customer service and health and safety practices
- Is happy working outdoors in all weather conditions

## **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
- proactively follow Harewood's health and safety policies, particularly those around vehicle operations and maintenance
- commit to the role, volunteering on the dates and times that have been mutually agreed
- have a full clean British driving licence.
- 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 spend time in a beautiful environment
- You'll get to engage with visitors
- You'll contribute to Harewood's goal to make the House and Grounds more accessible.
- You'll gain confidence in visitor welcome, and knowledge of Harewood House Trust.

## **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**

You'll receive a full induction on the drive and operations of the Shuttle, as well as general health & safety and safeguarding policies.

You'll also have the opportunity to shadow another driver for a short session, to get a feel for the role.

### **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 (10.00am to 1.30pm) or afternoon shifts ( 1.30pm to 5:00pm) 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.

## **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 Park Supervisor at [park.supervisor@harewood.org](mailto:park.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**

Registered charity in England no 517753

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