



**National
Trust**

Dudmaston Volunteer Role Description Meeter-Greeter

What is a Meeter-Greeter?

A Meeter-Greeter helps welcome and orientate visitors and is a warm and friendly face both at the beginning and end of a visit

What's in it for you?

- Becoming part of a friendly and dedicated team
- Meeting people from all walks of life and making new friends
- Taking pride in helping to make a profit for the charity

What's involved?

- Being a friendly face and providing a warm welcome to every one of our customers
- Being familiar with Dudmaston and the South Shropshire properties so that you can answer questions
- hand out welcome leaflets and literature as appropriate
- engage visitors about their visit as they leave and offer comment cards where appropriate
- hand out visitor questionnaires
- promote any forthcoming events
- promoting National Trust membership as and when appropriate
- maintain close liaison / flexibility with Visitor Reception colleagues to ensure visitor flow and avoidance of queues.
- Being aware of any security risks and raising any concerns you have with staff
- Becoming familiar with and then following the National Trust's Health and Safety Policy at all times
- There may be other activities where we could use your help

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract

- **This role will suit people who...** have a friendly and helpful nature, who are confident and enjoy talking to people and helping them

Extra information

Your place	Dudmaston
Time commitment	Once a fortnight, or more if you can
Volunteer Manager	Tessa Lovell
Tel	01746 780866
Email	tessa.lovell@nationaltrust.org.uk
Staff Contact	Charmaine Nicolson
Tel	01746 780866
Email	charmaine.nicolson@nationaltrust.org.uk
What you need to wear/ bring	Black trousers/skirt and plain shirt – the reception building can be chilly so do wrap up accordingly!
Training/Resources	Full NT/property specific induction, customer Service training
Expenses	Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance

About the National Trust

The National Trust is a registered charity and is completely independent of Government. We rely for income on membership fees, donations and legacies, and money raised from our commercial operations. We are supported by over 4 million members and 61,000 volunteers without whom we simply could not manage. We protect and open to the public over 300 historic houses and gardens and 49 industrial monuments and mills. But it doesn't stop there. We also look after forests, woods, fens, beaches, farmland, downs, moorland, islands, archaeological remains, castles, nature reserves, villages – for places, for ever, for everyone.

About Dudmaston

Dudmaston offers something unexpected in the Shropshire countryside, a house that provides a classical setting for a collection of modern and contemporary art. The modern art galleries were assembled by diplomat Sir George Labouchere, while his wife Rachel showed off her collections of botanical drawings and watercolours. Outside, the established gardens are a stunning backdrop for art sculptures. The Big Pool is the perfect setting for a short walk with stunning views of the house. The

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wider estate offers miles of walking routes and can be enjoyed year-round from the car parks.

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