



Volunteer Role Profile

Operations Internship

Role Summary:

Operations Interns will assist the Property Operations Manager in administering the day to day running of the house, ensuring the activities undertaken by various departments run smoothly and efficiently. The intern will be working with, staff, volunteers and visitors in all areas of operations and administration.

This role will give the intern broad, relevant experience of a very high standard through working alongside our experienced people.

We will provide full training and help develop the intern's skills. Travel expenses between the intern's home and Strawberry Hill House will be paid and we will assist with other expenses as long as these are agreed in advance.

Mentored by: Property Operations Manager

Commitment: Although the hours and days you volunteer are up to you we suggest that to get the most out of the internship you consider volunteering for around 20 hours per week between Monday and Friday and occasionally at weekends.

Examples of Key Responsibilities:

- Assisting the Tours Co-ordinator with the administration of group visits
- Assisting with the administration and delivery of public and private hire events
- Assisting the Education team with the administration of education visits
- Working with the Property Operations Manager and marketing volunteers in the implementation of campaign marketing plans
- Assisting the Visitor Service team

Personal qualities:

- Has or is working towards a relevant qualification in the heritage
- Has good interpersonal skills and can communicate effectively both in writing and verbally with a range of people from different backgrounds and sectors
- Has good organisational skills and is able to multi-task
- Has good numeracy and literacy skills.
- Has good IT skills
- Mature and reliable

This document is intended as a guide to responsibilities undertaken by volunteers and is not a legally binding document.

Last Updated: 27 April 2015 by Laura Teale