



## **Volunteer Role Profile**

### **Room Steward Volunteer**

#### **Role Summary:**

*'The Lost Treasures of Strawberry Hill'* opens in October 2018, sees some of the most important masterpieces in Horace Walpole's famous and unique collection return to Strawberry Hill for a once-in-a-lifetime exhibition. Horace Walpole's collection was one of the most important of the 18th century. It was dispersed in a great sale in 1842. For the first time in over 170 years, Strawberry Hill can be seen as Walpole conceived it, with the collection in the interiors as he designed it, shown in their original positions.

Based in the historic rooms of the house, Room Stewards provide information for visitors as they tour the property, and are a presence to ensure the security of the collection. Room Stewards must be engaging to our wide range of visitors, friendly and able to talk knowledgeably about the house, its history, restoration and collection. Working within a small team, volunteers must be willing to multi-task and help out where needed.

#### **Reporting to: Visitor Services Manager & Assistant Manager**

**Commitment:** 2 days per fortnight from 20<sup>th</sup> October 2018 until 24<sup>th</sup> February 2019

#### **Key Responsibilities:**

- Welcoming visitors to the house and implementing security procedures where appropriate
- Interpreting the exhibition and returned collection for visitors by sharing the story of the house, its past inhabitants, the restoration and the significance of the return of collection
- Ensuring the rooms are clean, tidy and well-presented at all times when open
- Ensuring the security of the collection and being a watchful presence at all times
- Working as a team to ensure safe crowd management and security
- Being aware of the needs of visitors as they negotiate the house, in particular those with issues of mobility and young children.
- Promoting the garden, shop and café when visitors finish their tour of the rooms

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

*Last Updated: 16 May 2018, Laura Teale, Property Operations Manager*