



Volunteer Role Profile

Room Steward Volunteer

Role Summary:

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

Commitment: 1 - 2 days per fortnight

Key Responsibilities:

- Welcoming all visitors to the house.
- Engaging visitors with the story of the house and its past inhabitants.
- Giving information about times of entry and guided tours.
- Talking about the restoration work and promoting the museum.
- Ensuring the rooms are always well-presented when open.
- Ensuring the security of the collection and being always a watchful presence.
- 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.

Contact

For more information on the role, please contact our Visitor Services Manager, Zeta McDonald on: zeta.mcdonald@strawberryhillhouse.org.uk

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