



# THE NATIONAL TRUST

## Volunteer Role Description

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### Events and Functions Volunteer

A key feature of the Trust's fundraising activity is the promotion and operation of events and functions including weddings and corporate activities.

**Anticipated time contribution:** To be agreed in advance with the NT manager.

**Expenses:** Reimbursement of out-of-pocket travel costs between home and volunteering location, and other reasonable expenses agreed with the National Trust manager.

**Location:** Fountains Abbey and Studley Royal

**National Trust manager:** **Jenny Coupland** - Communications and Events Officer  
**Jennifer Taylor** – Communications and Events Assistant  
**Liz Bielby** – Weddings and Functions Co-ordinator

**Training** Estate Induction 2 days, shadow experienced team volunteers, team induction, Focus on Customer.

**Purpose of role:** To assist with the operation of a series of NT fundraising events including ticketed events, weddings and corporate functions on the estate.

**Key elements:**

1. Attending team briefings before each event.
2. Undertaking various 'front of house' tasks as reasonably requested by the NT manager. To include 'meet and greet', general stewarding, ticket checking, crowd control, car parking, chair hire and dealing with general enquiries.
3. Acting as fire steward in Fountains Hall during wedding ceremonies to point out emergency exit routes and general building access points as requested by the NT manager.
4. Assisting with the sales of NT merchandise (event programmes etc.), raffle tickets and refreshments as requested by the NT manager.
5. Reporting any problems to NT staff as and when they occur.
6. Wearing appropriate clothing and NT name badge at all events as advised by the NT manager. Events volunteers will be issued with a NT polo shirt which must be returned on leaving the team. Wedding and function volunteers will be expected to dress smartly.
7. Helping the NT provide the best possible experience for its visitors and event ticket holders by upholding the NT high standards of customer care.
8. Working in compliance with the Trust's *Health and Safety Policy* at all times.
9. Undertaking such other appropriate assistance in relation to events and functions as may be reasonably requested.

**All these arrangements are binding in honour only and not intended to be legally binding.**