



**National  
Trust**

## Internship Role Profile Volunteer & Communications Assistant

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### Overview of the role

Your role will be primarily assisting two departments within the estate office at Fountains Abbey and Studley Royal. In addition to the assistance you give these departments you will also have the opportunity to become involved with other departments to support your own career interests and to help fulfil the aims of your placement here.

### What's in it for you?

- Gain experience of being part of the busy team at one of the National Trust's most visited and diverse properties
- Develop a personal portfolio of case studies and projects to demonstrate achievements and capabilities
- An opportunity to gain an understanding of the work of the Trust
- Meeting people from all walks of life and making new friends
- Improving your communication skills
- Develop proof reading, copy writing and digital skills
- Gain an overview of volunteer management at a World Heritage Site
- Enjoying new experiences and learning something new every day
- Develop an understanding of the demands of a busy communications team

### What's involved?

- Closely support the priorities of the Volunteers department
- Closely support the priorities of the Visitor Experience & Marketing department
- Becoming familiar with and then following the National Trust's Health and Safety Policy at all times
- Giving any other appropriate assistance in relation to the project/role as may be reasonably requested

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

## **Assisting the Estate Volunteer Department**

Your role will include:

- Communicating with volunteers and staff in person, by phone, email and post
- Daily maintenance of (updating, amending and distributing) volunteer team rotas
- Preparing mail outs and other communications to volunteers
- Helping to maintain electronic and hard copy filing systems and diaries.
- Checking and recording volunteer expense claims
- Helping to keep an accurate record of department budget transactions
- Assisting with Bookings for Whitefields Cottage including booking records, financial transactions and day to day care of the accommodation
- Assisting with occasional and specific volunteering projects for example:
  - The review and development of volunteer team training materials
  - Planning and implementing arrangements for volunteer social events
  - Reviewing health and safety and provision of resources for estate volunteer accommodation and bunkhouse

## **Assisting the Estate Visitor Experience & Marketing Department**

Your role will include:

- Research new event ideas for Fountains Abbey and carry out competitor tracking of events at nearby attractions / venues
- Monitor press coverage and maintain press cuttings database
- Update monthly 'What's On' posters and table talkers
- Design event and activity posters and table talkers using the National Trust online template system
- Ensure on site promotional material is up to date and follows National Trust brand standards
- Respond to enquiries for complimentary tickets
- Assist with the set up and promotion of events and activities
- Updating events and activities on the Fountains Abbey and National Trust websites, and external websites such as Welcome to Yorkshire
- Help build relationships with local Tourism Information Centres and Tourism Partnerships
- Help to deliver departmental and property strategic aims

## **General Requirements**

These are applicable to all office and wider estate roles they include:

- Upholding the six National Trust Customer service standards
- Attend relevant department meetings and estate briefings
- Undertaking training provided by the Trust appropriate to the role
- Becoming familiar with and following the National Trust's Health and Safety Policy at all times
- Giving other appropriate assistance as may be reasonably requested

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## **This role will suit people who demonstrate the following:**

### **Knowledge:**

Educated to degree level or equivalent (or currently undertaking qualifications)  
An interest in heritage / tourism / conservation  
An interest in marketing, PR, communications or events  
An understanding of volunteer management or motivation  
Some knowledge of social networking and websites  
An interest in the work of the National Trust

### **Skills:**

Good written and verbal communication skills  
Good writing and proof reading skills  
Attention to detail  
Good organisational and prioritising skills  
Self-motivated  
Ability to work co-operatively as part of a team  
Approachable  
Ability to use own initiative  
Numerate and computer literate

## **Extra information**

<b>Your place</b>	Fountains Abbey and Studley Royal
<b>Time commitment</b>	The anticipated time commitment for your placement is 37.5 hours per week with 28 days holiday per annum plus bank holidays. This is a voluntary role and as such the time contribution and holiday entitlement is purely a guideline. Additional holiday and shorter days are available via negotiation with the Volunteer Coordinator
<b>Volunteer Manager</b>	Jen Taylor / Andrew Moss
<b>Training</b>	You will be expected to attend: <ul style="list-style-type: none"><li>• Two day estate induction</li><li>• Customer Care training</li></ul> In addition it is anticipated that you will embark on guided estate tours in order to familiarise yourself with the principal features of the estate.
<b>Resources</b>	Estate Handbook, Name Badge, Branded estate clothing (Department polo shirt). On site accommodation is also provided for the duration of the placement.

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**Expenses**

Out-of-pocket travel costs arising directly from your voluntary role here 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 3.7 million members and 55,000 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 Fountains Abbey & Studley Royal**

Fountains Abbey and Studley Royal is a designated World Heritage Site. Almost 900 years of human history, architecture and artistic endeavour has been integrated into a continuous landscape of exceptional merit and beauty.

Studley Royal Water Garden is arguably the most spectacular water garden in England. It is an outstanding example of the development of 'English' garden style through the 18<sup>th</sup> century. The garden contains canals, ponds, cascades, lawns and hedges, with elegant temples and statues. The design of the garden, which survives substantially in its original form, is determined by the topography of the natural landscape, rather than being imposed upon it.

Fountains Abbey is a key element in the garden scheme providing a spectacular culmination to the principal vista, but is also of outstanding importance in its own right. It is one of the few Cistercian houses surviving from the 12<sup>th</sup> century and provides an unrivalled picture of a great religious house in all its parts. Fountains Abbey, founded in 1132, soon became one of the largest and richest Cistercian abbeys in Britain.

The Abbey shares the landscape with Fountains Hall (1597-1604): an outstanding example of a building of its period, partially built with stone from the Abbey. It has a distinctive Elizabethan style façade and is enhanced by a formal garden with shaped hedges.

St. Mary's Church: an outstanding example of High Victorian Gothic architecture by one of its leading exponents, William Burges, in 1871, and considered to be one of his finest works.

Each important in their own right, these elements combine to make this a truly exceptional site deserving to be internationally recognised.

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