

# Ferry Volunteer Welcome Host



[harewood.org](http://harewood.org)



## **ABOUT HAREWOOD**

Harewood House Trust is an educational charity which attracts around 250,000 visitors every year. It is one of England's finest 18th century country houses, set in over 100 acres of beautiful grounds and gardens. An accredited museum it is also the family seat of the Earl and Countess of Harewood.

Harewood House was built using profits made from the Transatlantic trade in enslaved people and its associated industries. Today, Harewood is a safe place in which we can have open conversations about our past and bring communities together, using our history as a means of working together for a better society.

Alongside the care, conservation and interpretation of its core collections, Harewood curates innovative and everchanging exhibitions, celebrating and collaborating with a diverse range of individuals and groups.

Through its trading operation the Trust manages and delivers major outdoor events, conferences, corporate functions, fine dining, cafés and other retail and food outlets throughout the site.

The Trust has great ambitions for Harewood's future, as well as celebrating its fascinating past. It has recently embarked on an exciting major project to reimagine its key historic landscape and gardens, build a new playground and create a new visitor welcome centre. All designed to grow our audiences, generate new income and provide an excellent visitor experience.

## **OUR VOLUNTEER PROGRAMME**

At Harewood, our volunteering programme has been running for over twenty five years and we currently have around 200 volunteers. Our vision is to create a sector-leading, inclusive, and sustainable volunteering programme that meets the needs of the Trust and provides a positive volunteer experience for people of all ages, ethnicities, and abilities. Volunteers are pivotal to our aims and aspirations. We love involving volunteers in the work we do be that engaging with visitors, caring for our gardens and collections, running our Secondhand Bookshop, driving our electric shuttles, helping operate our ferry and assisting with delivering our learning programme.

Volunteers bring a wealth of experience and get involved for many varied reasons; including a love of heritage and gardens, to gain employability skills, and for social contact. At Harewood, we feel that we have created a safe welcoming space, where volunteers can flourish, contribute meaningfully and feel a sense of belonging. We want to give opportunities to as wide a range of people as possible and help volunteers in their aims as much as they support us in ours.



## **FERRY VOLUNTEER WELCOME HOST**

### **INTRODUCTION**

The Ferry is an incredibly popular part of our visitor offer. The 10 minute journey across the lake provides magnificent views of the Capacity Brown landscape, increasing accessibility to the Bothy and Walled Garden.

As a Volunteer Welcome Host, you will support a member of staff to ensure visitors are warmly welcomed aboard the Ferry and have an enjoyable voyage.

### **WHAT'S INVOLVED?**

On the Ferry, you will support the member of staff to safely welcome and transport groups of visitors from the Lakeside to the Bothy and Walled Garden.

You'll count on and off visitors in line with the Ferry's capacity, monitor the queue during busy periods, and whilst in motion, ensure that visitors stay seated. Crucially, you will be the eyes and ears for the member of staff during docking, advising on when the Ferry will need to slow and stop in line with the docking platform, and support by lowering the ramps to allow visitors to board and disembark. Please note that raising the lowering the ramps is a repetitive and physical activity.

There will also be opportunity to see some of Harewood's diverse wildlife and landscape which surround the Lake, and speak with visitors about its history, answer any queries about the site and surroundings, and learn more about the landscape throughout the seasons.

### **WHO WILL THIS ROLE APPEAL TO?**

Someone who:-

- Is friendly, approachable and confident to engage with a variety of people
- Willing to support the Visitor Experience Team to uphold excellent customer service and health and safety practices
- Happy working outdoors in all weather conditions

## **WHAT WILL HAREWOOD EXPECT FROM ME?**

To:-

- be a friendly face of Harewood and deliver excellent customer service
- positively promote Harewood's charitable aims and aspirations
- commit to the role, volunteering on the dates and times that have been mutually agreed
- treat visitors, staff and fellow volunteers with respect and understanding at all times
- observe Harewood's organisational policies and procedures and uphold Harewood's values
- safeguard confidential information about Harewood House Trust.

## **HOW WILL I BENEFIT?**

- You'll spend time in a beautiful environment
- You'll get to engage with visitors
- Gain confidence in visitor welcome, and knowledge of Harewood House Trust.

## **AS A VOLUNTEER WHAT CAN I EXPECT FROM HAREWOOD?**

- A welcoming and inclusive volunteering environment
- To be treated fairly and with respect
- Recognition and appreciation for your contribution
- General induction, role specific training with on-going support
- Reimbursement of travel costs between home and Harewood House up to a maximum of £10 per day.
- Regular newsletters and volunteer meetings to provide an insight into all that is happening at Harewood
- Access to a web based volunteer system to manage your volunteering shifts and receive updates.

## **OUR VALUES**

Caring – demonstrate quality in your own work, showing support for those around you, respecting audiences and colleagues, showing empathy

Together – showing a commitment to team work, collaboration, belief in an organisation's mission and vision, living brand values

Adventurous – demonstrate energy and zeal in your attitude to work, being proactive, having a curious mind, being confident in your decisions, embracing innovation

Challenging – showing a commitment to high standards with rigour in your own work, learning from every opportunity, proactively questioning to ensure best results



## **BENEFITS & DETAILS**

### **Benefits**

Discount in onsite cafés + retail outlets;  
Free access to the site with up to three guests throughout the year ( with the exception of Christmas and certain events);  
Access to Northern Museum Volunteer pass;  
Free parking.

### **Travel expenses**

Travel expenses are reimbursed up to £ 10 per day.  
Harewood is well served by the 36 Bus running from Leeds to Harrogate.

### **Training**

Full induction of the Ferry operations including training on health and safety, fire and safeguarding led by the Visitor Experience Team. Refresher training at the start of each season to ensure standards are upheld

### **Support available**

We believe Harewood is a welcoming and inclusive place to volunteer. Throughout your time volunteering with us you will be supported by and have access to an experienced Volunteer Manager, other members of the team and the Volunteer Coordinator.

### **Time commitment**

We aim to be as flexible as possible but would look for you to sign up for either one morning or afternoon shift a week.

From mid-March until October half-term, the Ferry runs from 10am to 5pm, with a 30 minute stop for a lunch break. During the Winter Season, the Ferry runs from 10am to 3:30pm, again with a 30 minute stop for lunch.

## **LOCATION**

Harewood House Trust, Harewood, Leeds, LS17 9LG. Harewood is 7 miles outside of Leeds and is well served by public transport: [goodjourney.org.uk/attraction/harewoodhouse](http://goodjourney.org.uk/attraction/harewoodhouse)

## **ATTEND OUR DROP-IN EVENT**

Curious to find out more? Then register your interest in attending our no-obligation drop-in event on Tuesday 23 July at 9:30am by emailing [volunteer@harewood.org](mailto:volunteer@harewood.org). During the event, our Visitor Experience Team will talk about the role in more detail and you can have a go at operating the Ferry ramps.

## **MORE INFORMATION**

If you have any further questions about the role, please contact our Park Supervisor at [park.supervisor@harewood.org](mailto:park.supervisor@harewood.org).

## **NEXT STEPS & HOW TO APPLY**

Please submit an application form to [volunteer@harewood.org](mailto:volunteer@harewood.org). If you require the forms in an alternative format, please get in touch.

Thank you for reading this pack. We look forward to hearing from you!





For more information please get in  
touch  
Volunteer Coordinator  
[volunteer@harewood.org](mailto:volunteer@harewood.org)



**HAREWOOD**

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