



STOWE HOUSE

Volunteer

Buggy Driver



Visitor Services Team



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Why should I volunteer for Stowe House?

As a Volunteer Buggy Driver you will play a crucial role in helping visitors at Stowe. This is a fantastic role if you like talking to people and being outside. Brilliant customer service is at the heart of what we do and our Volunteer Buggy Drivers help our visitors to discover more about Stowe and leave them feeling inspired.

You will be helping our visitors to feel welcome during a scenic trip through the gardens on their journey to the greatest temple, Stowe House. You will work alongside the wider Visitor Services team to ensure the visitor experience meets our high standards. You will also be on hand to assist visitors throughout their visit and helping to support the Visitor Services team in the day to day running of Stowe House.

What will I be doing?

- Driving a buggy through the gardens of National Trust Stowe, providing a shuttle between the National Trust's Bell Gate, the entrance to the gardens, and the House.
- Taking care of the people who use your buggy, making sure their journey to and from the House is as smooth and safe as possible.
- Providing a brilliant visitor experience; being proactive and approachable with the visitors' experience in mind. Being informative and knowledgeable when answering visitors' questions about Stowe House.
- Work within Stowe House Preservation Trust's procedures.
- Work in compliance with the Stowe House Preservation Trust's Health and Safety Policy at all times.
- Undertake training as and when required.

What qualities, skills and experience do I need?

This role will be based outdoors so you will need to be someone who likes being outside, even when it's a bit chilly! You will need lots of enthusiasm and initiative. Brilliant customer service is our focus and as a volunteer you will be representing not only the Stowe House Preservation Trust but also Stowe School and the National Trust (our site partners).



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This role would suit someone who has an outgoing personality and who enjoys talking and interacting with the public. You will need to be able to work as part of a team, as well as able to work alone. Communication will be key, ensuring the team at the National Trust and Stowe House know where you are so they can line up your next passengers.

You should hold full clean driving licence.

How much time will I be expected to give?

One day a week or a fortnight. Currently this role will only be required during school holiday time.

Where will I be based?

Stowe House, Buckingham, MK18 5EH

What support and training will I get?

All volunteer posts report to the Stowe House Preservation Trust Visitor Services Manager. Full training is given for each post.

What can I expect from Stowe House?

- A welcoming and enjoyable volunteering experience.
- A full induction and training programme with on-going support. In addition to general training, you will also receive specific tour guide training and have the chance to shadow current tour guides before undertaking your first tour.
- Regular Volunteer Coffee Mornings, bi-annual Volunteer Trips to other historic properties and museums as well as other Volunteer social events such as the annual Christmas Lunch.
- Reimbursement of out-of-pocket travel costs between home and volunteering location.

All these arrangements are binding in honour only

and not intended to be legally binding.