



Fairfax House
YORK

Volunteer Role Description

Room Host

What is a Room Host?

At Fairfax House we have a special name for volunteers that act as 'Stewards' or 'Room Guides' – Room Hosts. As the name implies, Room Hosts play a special role by creating an atmosphere of welcome, warmth and friendliness for our visitors underpinned by an informative approach. Our Hosts help bring the house to life, sharing its history and stories with visitors and contributing to the quality of their visit. Hosts are our ambassadors and we expect them to develop a strong enthusiasm for what they do, for communicating and sharing information with the public and enabling our visitors to have an enjoyable experience. We believe that these qualities make the Fairfax House experience very special, and setting us apart from other museums. To be a Room Host, you don't need vast knowledge, just a passion to inform, inspire and delight the thousands of people who visit this property each year.

What's in it for you?

- Volunteering in a beautiful historic environment
- Learning about one of England's finest Georgian townhouses
- Becoming part of a friendly and dedicated team
- Meeting people from all walks of life and making new friends
- Fine tuning your excellent communication skills
- Personal satisfaction, since you have the opportunity to make a real difference to our visitors' experiences
- Enjoying new experiences and enjoying a variety of roles
- Discovering new things about you and what you can do

What's involved?

- Making our visitors feel welcome and ensuring that they leave feeling inspired by and informed about this special place.
- Greeting visitors as they enter a room and being ready to help them with any questions they might have.
- Offering details and talking engagingly about the house, collection or room in which you are hosting.
- Recognising and supporting the specific access needs of all our visitors.+

- Being vigilant: our Room Hosts have an important task to do by acting as ‘custodians’ and playing an active role in safeguarding the objects.
- Being happy and confident in talking to all our visitors and members of the public.
- Being adaptable - we highly value volunteers who are able to adapt to different situations and to different audiences.
- Being available from 10.00am till 12.15pm, 12.15pm till 2.30pm or 2.30pm till 4.30 on your day of volunteering.
- Being reliable and punctual for the smooth running of the House.
- Being on your feet for up to two and half hours so physically fit.
- Championing and promoting the work Fairfax House.
- Supporting any other activities relevant to the role.

This role will suit people who... are not afraid to talk to people. You will be happy to be part of a small and close-knit team, and provide a genuine and friendly first impression of Fairfax House.

You will also ...

- Be proud to represent Fairfax House
- Be keen to learn new skills
- Be a good communicator or want to learn to be good communicators
- Be friendly, cheerful and have a positive outlook
- Enjoy providing excellent service
- Like rising to meet a challenge
- Be able to adapt your skills and knowledge to suit different situations
- Have a passion for helping people
- Feel confident in promoting the benefits of Friends of Fairfax House membership and help support the team in recruiting new members at every opportunity.

Extra information

Time commitment

Once a week for 2 ¼ to 2 ½ hours (or more if you can) - our rota is done at least 4 weeks in advance so you'll have plenty of notice when volunteer hours are available on days that work for you.

Staff Contact The House Steward or Senior Guide

What you need to wear

We ask our volunteers to be well-presented in a casual but smart appearance that is appropriate to being an ambassador for Fairfax House. You will be mostly on your feet, however, so comfortable shoes are a must.

Training and resources

We aim to equip our volunteers with all the information they need to help them in their role of informing our visitors.

We offer a **Volunteer Training Course** that over several sessions will introduce you to the house and the Fairfax family, and will also help you develop the skills and approaches required for engaging with the public and enabling our visitors to get the most out of their time in Fairfax House. The Training Course includes a comprehensive Volunteer Handbook which lots of practical and useful information. The programme is enjoyable, supportive and rewarding, and will set you off on a firm foundation.

Reference materials are also available and staff are always happy to help with questions and find the answers for you if possible. Don't hesitate to ask.

In addition:

- You might like to read the House guide book or Fairfax biography to further your knowledge
- We hold annual training session to keep your knowledge up-to-date on evacuation procedures and how to deal with an emergency situations.
- We offer two Volunteer meetings a year to which we invite leading historians and high-quality speakers to continue developing your knowledge and interest in this period. Meetings are also an opportunity to keep abreast of specific house information, meet your colleagues for a cup of coffee and include discussion sessions through which knowledge and information can be shared.
- From time to time, the Friends of Fairfax House organise trips for the volunteer team to other relevant sites for research and knowledge-building.

This role is purely voluntary and does not create a legally binding arrangement or employment contract.