

**Job Title:** Strid Wood Voluntary Warden

**Reports to:** Visitor Manager

**Responsible to:** Visitor Manager, Duty Manager

**Purpose of Post:**

- To provide a positive and friendly welcome to visitors to Bolton Abbey.
- To provide advice and information about what visitors can see and enjoy on the Bolton Abbey Estate.
- To promote the safe enjoyment of Strid Wood.
- Record any repairs and misdemeanours in Strid Wood.
- To maintain constant vigilance and awareness in order to provide safety and security to the Estate, the people who live and work on it and those visiting it.

**Duties:**

- To provide an enthusiastic and warm welcome to visitors.
- To ensure visitors comply with the Nature Trails rules eg. Do not pick wild flowers, keep dogs on a lead..
- To engage with visitors and welcome and respond to them as individuals, providing information as requested.
- To maintain a polite and courteous manner at all times.
- To walk the nature trails and record the condition of the paths, woodland etc. and note anything needing maintenance.
- Communicate via radio with the duty manager and report incidents to him or her.
- To understand all emergency procedures in order to assist in an appropriate manner at all times.
- To maintain constant vigilance and awareness in order to provide safety and security, reporting any problems or concerns immediately.
- Complete a daily record sheet.
- To ensure the safety and well-being of visitors to Bolton Abbey at all times.
- To continually develop a knowledge of Bolton Abbey, the Cavendish family, the Estate at large and current and forthcoming events.
- To attend relevant training as required.



## PERSONAL SPECIFICATION

### VISITOR WELCOME TEAM – VOLUNTARY WARDEN

- Excellent oral communications skills
- A love of the great outdoors.
- Confident
- A positive, pleasant and welcoming attitude.
- Ability to work well within a team, supporting colleagues
- Able to work alone
- Sense of humour
- Approachable
- Observant
- A good understanding of Bolton Abbey and the countryside on general.
- A keen walker
- Able to work well under pressure
- An awareness of the need to maintain confidentiality and discretion.
- An enjoyment of working with visitors, and an awareness of their needs.
- Vigilant observation on all matters concerning safety and security.
- Experience and/or ability to speak well with members of the public.
- Comfortable within crowds
- An enjoyment of working with visitors, and an awareness of their differing needs and interests, and the variety of ways in which they learn and approach matters.
- Polite, friendly and courteous attitude.
- Shows enthusiasm/passion for Bolton Abbey, tourism and recreation
- An understanding and awareness of the importance of safety and security at Bolton Abbey.
- The ability to think and act clearly and logically in the event of an emergency.
- A flexible approach to work,
- The ability to embrace change
- The ability to research information relevant to this post.
- A desire to continually update and improve own knowledge.
- A smart appearance at all times, complying with the requirements of the dress code.

#### **Status:**

This is a seasonal position working days throughout the season to suit including Bank Holidays.

