

## Volunteer Role Profile – Education Volunteer

Winterbourne House is a unique heritage attraction – set within seven acres of beautiful botanic gardens. Only minutes from Birmingham city centre, Winterbourne is a hidden gem – home to beautiful antiques and over 6,000 plant species from around the world. Wander along the woodland walk, stroll through the hazelnut tunnel, cross the 1930's Japanese Bridge or simply soak up the tranquillity of this perfectly English Edwardian home.

### Role summary

Our adult education offering is growing at Winterbourne and we are committed to making sure that we offer the very best experience to learners. Experience the joy of joining Winterbourne's ever growing Volunteer Team by join our Learning Officer and assisting with all of the behind the scenes work involved with running our courses and workshops.

### What's involved?

After an induction and training

- Assist with printing and collating documents for courses and workshops and assist with set up
- You'll help our Learning Officer keep on top of filing and correspondence
- Have an oversight of registers and stewarding

### This role will suit you if you are any of the below...

- Outgoing and friendly
- Computer literate, having good working knowledge of Microsoft Office, especially excel and word
- Someone with an eye for detail, who can make sense of paperwork and are happy to work on their own initiative, often on their own.
- Available once a week

### By getting involved you could...

- Make a real difference to the administrative efficiency of our Learning team
- Help ensure our courses and workshop programme runs smoothly
- Join an enthusiastic and varied team, and make some new friends

## Volunteer Role Profile – Visitor Reception Volunteer

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### Role summary

As a Welcome Volunteer you will be based at our Visitor Reception, ensuring that all our visitors get the warm greeting that sets them up for a fantastic time with us. Your great face to face communication skills will help ensure that Winterbourne maintains its excellent reputation for providing exceptional customer service.

### What's involved?

After an induction and hands on training you will

- Provide a warm welcome and be the first point of interaction to our visitors
- Answer visitor queries in a helpful and approachable manner
- Conduct surveys to help us better understand our visitors
- Sell tickets, Membership and our popular Guidebook

### This role will suit you if you are any of the below...

- Outgoing and friendly
- Confident in approaching people
- Organised and have a great eye for detail
- Keen to help each customer feel special
- Computer literate and comfortable with technology

### By getting involved you could...

- Make a positive impact on the visitor experience at Winterbourne by using your customer service skills
- Help us to understand our visitors better to inform our future plans and visitor offer
- Develop your skills and gain experience in a customer facing role
- Join an enthusiastic and varied team, and make new friends

## Volunteer Role Profile – Floristry Volunteer

Winterbourne House is a unique heritage attraction – set within seven acres of beautiful botanic gardens. Only minutes from Birmingham city centre, Winterbourne is a hidden gem – home to beautiful antiques and over 6,000 plant species from around the world. Wander along the woodland walk, stroll through the hazelnut tunnel, cross the 1930's Japanese Bridge or simply soak up the tranquillity of this perfectly English Edwardian home.

### Role summary

Experience the joy of creating beautiful flower arrangements using the Winterbourne Garden as your inspiration.

### What's involved?

After an induction and training

- You'll be able to create small, beautiful flower displays to decorate the house and tearoom
- You'll be able to identify suitable flowers and foliage for cutting from the garden to suit our vision
- You'll have the opportunity to create new floral displays for special events

### This role will suit you if you are any of the below...

- Outgoing and friendly
- Someone who is experienced in floristry in either a personal or employed capacity
- Someone who has great attention to detail
- Available twice a week for a minimum of 2.5 hours

### By getting involved you could...

- Make a positive impact on the visitor experience at Winterbourne by adding new things for them to see
- See your creations on display across the site
- Join an enthusiastic and varied team, and make new friends

## Volunteer Role Profile – Printing Press Volunteer

Winterbourne House is a unique heritage attraction – set within seven acres of beautiful botanic gardens. Only minutes from Birmingham city centre, Winterbourne is a hidden gem – home to beautiful antiques and over 6,000 plant species from around the world. Wander along the woodland walk, stroll through the hazelnut tunnel, cross the 1930's Japanese Bridge or simply soak up the tranquillity of this perfectly English Edwardian home.

### Role summary

Experience the joy of operating Winterbourne's antique printing presses and engaging our visitors about their history and the story of print.

### What's involved?

After an induction and hands on training

- You'll be able to talk confidently to visitors about the press and its history
- You'll be able to operate hand operated presses.
- Print stock for the gift shop including gift bags and greeting cards
- Assist with sorting, cleaning and collating print type, machines and associated items.

### This role will suit you if you are any of the below...

- Outgoing and friendly
- Someone who is experienced in craft, art and or print techniques in either a personal or employed capacity
- Interested in social and or industrial history
- Someone who has great attention to detail
- Available once a week for a minimum of 2.5 hours

### By getting involved you could...

- Make a positive impact on the visitor experience at Winterbourne by using your customer service skills and newly found knowledge of the Winterbourne Press
- See your creations for sale in our shop, helping to finance our work
- Develop your understanding of Health and Safety
- Join an enthusiastic and varied team, and make new friends

## Volunteer Role Profile - Second hand Bookshop

Restored to its Edwardian Arts and Craft splendour, Winterbourne House is a unique heritage attraction – set within seven acres of beautiful botanic gardens. Only minutes from Birmingham city centre, Winterbourne is a hidden gem – home to beautiful antiques and over 6,000 plant species from around the world. Wander along the woodland walk, stroll through the hazelnut tunnel, cross the 1930's Japanese Bridge or simply soak up the tranquillity of this perfectly English Edwardian home.

### Role summary

Our Bookshop Volunteers love stocking up the new arrivals, know their way around all the shelves and love helping our visitors to find something they will enjoy.

### What's involved?

- Making visitors feel welcome and helping them enjoy their day
- Serving customers, helping them find what they're after
- Helping customers with their purchase, taking books to the shop till etc.,
- Keeping the bookshop looking inviting and well stocked
- Promoting the bookshop, thinking of new ways to entice visitors to browse and helping out with relevant events
- Taking in donations of books

### This role will suit you if you are...

- In love with books – even when they're a little bit dusty!
- Keen to help each customer feel special and find something they like
- Interested in helping us fundraise to support our work
- Available at least once a week

### By getting involved you could...

- Use your customer service skills and knowledge of literature to help visitors
- Help with raising money to support our work
- Be first to see books as they arrive – you never know what people will bring in!
- Join an enthusiastic and varied team, and make some new friends