



THE NATIONAL TRUST

Volunteer Role Description

WARDEN

Anticipated time contribution:	Flexible. Rota produced by Volunteer Warden Co-ordinator.
Expenses:	Reimbursement of out-of-pocket travel costs between home and Fountains Abbey & Studley Royal, and other reasonable expenses agreed with the National Trust manager.
Location:	Fountains Abbey & Studley Royal Water Garden
National Trust Manager:	Joanne Hudson - Estate Volunteers Co-ordinator
Training:	Induction with Volunteer Warden Trainer. Patrol with experienced Volunteer Warden. Estate Induction 2 days. Warden Support session 1 day/ Focus on Customer workshop.
Purpose of role:	<p>To provide a visible presence on the estate, to assist visitors and to report any health and safety problems.</p> <p>To ensure that all visitors to Fountains Abbey & Studley Royal have an enjoyable time and learn to respect and protect the property, conserving it for future generations.</p>

Key Elements:

1. Patrolling the estate including the area around the Abbey, the Water Garden, Studley Royal Deer Park and Mackershaw Deer Park.
2. Welcoming and liaising with visitors by providing information and guidance.
3. Calling for assistance in the event of an accident or an emergency by immediately using a two-way radio.
4. Ensuring that visitors observe estate rules. Approaching visitors and asking them to observe the estate rules, with reference to 'Information for Visitors' section in Estate Handbook.
5. Picking up litter using the equipment provided at admission points.
6. Undertaking such other appropriate wardening assistance as may be reasonably requested by the National Trust.
7. Working in compliance with the Trust's Health and Safety Policy at all times: taking appropriate action and reporting back on potential hazards, accidents and other issues.

All these arrangements are binding in honour only and not intended to be legally binding.