**Dyffryn Gardens**

Summer Visitor Experience Volunteer

**A garden for all seasons**
The Grade 1 listed gardens at Dyffryn are an exceptional example of Edwardian design. Covering more than 55 acres, they feature a stunning collection of intimate garden rooms, formal lawns and an extensive arboretum, home to one of the best woody collections in the National Trust. Designed by eminent landscape architect Thomas Mawson in 1906, the gardens are the early 20th century vision of coal magnate John Cory and his son Reginald.

**A National Trust house with a difference**
The Cory family were industrialists and made their wealth through coal. Dyffryn House, remodelled in 1893 from an earlier house, provided a secluded family home within commutable distance of their business interests across south Wales. The house came to the National Trust in 2013 without a collection. This has given us an opportunity to create something different. Several rooms are furnished, but with a twist – many things in the house can be touched and played with.

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| **Role summary****When** | Volunteering alongside our Visitor Experience team, Summer Visitor Experience volunteers support day to day operations and help us to provide a warm welcome and exceptional experience for our visitors. They are flexible multi-taskers with bags of initiative and a can-do attitude, ready to jump in where help is most needed. They will be a valued part of the operations team and gain great insight into how a large heritage property functions.9:30 – 2:30 weekends and school holidays  |
| **What's involved?** | The beauty of this role is that the day is likely to differ each time you volunteer. Activities may include:- assisting the duty manager with the smooth running of the site - greeting visitors on arrival, scanning membership cards and assisting with  car parking- being a point of contact for visitors, answering questions and helping them to  make the most of their day - maintaining our high standards by helping to keep visitor areas presentable- helping to manage queues or point visitors in the right direction- monitoring and helping to maintain our outdoor trails - supporting other teams on site during peak times- becoming familiar with and following our health and safety and evacuation  procedures |
| **This role will suit you if you are** | - an excellent communicator who gets their energy from being around people- calm in a busy environment- able to use your initiative to direct your energy where it's most needed- available at peak times - weekends and school holidays |
| **By getting involved you could** | - prepare yourself for a role in visitor experience, visitor services, visitor operations or events within a heritage organisation.- gain valuable hands on experience in the day-to-day operations of an internationally renowned conservation charity- join a friendly and dedicated team, with opportunities to gain insight into different elements of the organisation.- get active and engage with visitors- find out how a busy tourist site operates behind the scenes |
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