

Volunteering at

JANE AUSTEN'S HOUSE

House Steward Role Description



About this role

Always ready with a welcoming smile and the answer to a question, our volunteer House Stewards are at the heart of creating the warm and homely atmosphere of Jane Austen's House, allowing visitors to explore with comfort and confidence to discover more about this special place.

What's Involved?

- Welcoming every visitor
- Learning about Jane Austen, her life at Jane Austen's House, and her writing.
- Helping visitors to discover more and enjoy their day
- Thinking about the needs of all visitors, including disabled people and families.
- Showing visitors the safest routes out of the building in an emergency
- Helping visitors to understand the role of JAH in Jane Austen's creative life and the history and significance of our collection
- Helping visitors to understand that JAH is a charity and that their visit supports the museum
- Supporting the staff team to ensure the safety and security of the House and Collection.
- Getting to know health and safety and evacuation procedures
- Following the JAH code of conduct

How much time would you need to give?

At least one morning or afternoon shift a month.

Some of our volunteer House Stewards do a regular weekly or fortnightly shift, while others fill in gaps in the rota each month.

Each shift is 3 ½ hours

This role will suit you if you....

- Enjoy meeting and talking with new people
- Love creating a friendly and welcoming atmosphere
- Enjoy being part of a busy, lively, and supportive team.
- Are full of enthusiasm and hope to inspire visitors of all ages.
- Love Jane Austen! (This is actually not essential, but having a strong interest in English Literature, the Regency period or sharing stories from the past is important. You will pick up lots of facts and information through volunteering).
- Are available at least once a month.
- Want to gain experience working in museums or would like to build confidence

Things to know....

- House Stewards are required to be able to assist staff in evacuating the house in an emergency
- We open on different days throughout the year, mainly 7-days a week in the summer and 4-days a week in the winter. Therefore, stewarding requirements are greater in the summer, around these opening times
- House Stewards are generally situated in our drawing room or upstairs in our family room

How to apply

If this sounds like the right volunteer role for you, we would love to hear from you.

We ask all new volunteers to fill in a brief application to tell us a little bit more about you and why you think this role is suitable for you.

Please send completed applications, or if you have any questions, please contact our Head of Commercial & Visitor Experience

susan.rayner@janeaustens.house

Thank you