

Volunteer Role Profile



Volunteer Role	Minibus Volunteer
Volunteer Manager	Operations Manager
Where you will be based	Community

Why we want you

Each year, Abbotsford welcomes thousands of people from all over the world to visit the home of one of Scotland's most significant authors, Walter Scott

Abbotsford was his creation – a romance in stone and a family home – and has been open to the public since 1832.

Taken over by a charitable trust in 2007, our mission is to care for the house. Garden, estate and collection and share Scott's legacy with the world

Every day is different at Abbotsford – we never know who our visitors are and what questions they may have.

Equally, you will have an opportunity to take part in a role that suits you, and a range of task within this.

We recognise that volunteering is a valuable commitment of your time- and that all contributions are valued. However, we suggest a commitment of one four-hour shift each week though we can of course offer a degree of flexibility around this depending on personal circumstances.

What you will be doing

- Completing and recording vehicle safety checks prior to and at end of each day
- Responsibility for passenger safety
- Awareness of the relevant mini bus legislation
- To be able to use the passenger lift/ramp in a safe and responsible manner.
- Ensure the correct use of the appropriate wheelchair tie downs and passenger restraint systems
- Assist passengers when entering and leaving the vehicle.
- To notify any incidents or accidents affecting passenger safety whilst on duty.
- To attend relevant training courses before carrying passengers
- Ensure that the vehicle is in a clean condition (inside and out) before and after use.
- Refuel the bus as required.
- Contribute to mini bus service development by making suggestions and

feeding back passenger comments

The skills you need

- Applicants must be over 30 years of age. This is an insurance requirement.
- Must have a full, clean licence which includes the D1 entitlement (automatic if manual car licence obtained before Jan 1st 1997).
- Over the age of 70 drivers will need to renew the 'D1' entitlement of their licence, requiring a medical examination (D4). This is valid for 3 years.
- Over the age of 70 drivers will need to be accepted as a 'named driver' by Abbotsford's insurers. Unless and until this is agreed the applicant will be unable to drive the minibus.
- Be able to drive minibus/vehicles safely and professionally. Training will be given (MiDAS).
- Be flexible; and able to work as part of a team
- Be in good health
- Be patient, understanding, have a responsible attitude and provide exceptional customer care.

What's in it for you

- Become involved and make a contribution to an internationally significant heritage site at an exciting and challenging stage in its history.
- Be an ambassador for Abbotsford and Sir Walter Scott within the local community and more widely.
- Meet a wide variety of people, including staff, trustees, volunteers and visitors from around the globe.
- Develop skills, knowledge and increased confidence.
- Volunteer social events
- Discounts in our café and shop
- Travel expenses will be reimbursed (conditions apply)
- Use of ASVA cards to visit other attractions