



ENGLISH HERITAGE

## **Conisbrough Castle Community Engagement Volunteer Role Description**

### **Why does English Heritage need my support?**

Conisbrough Castle regularly hosts a number of locally funded, free events for the community on an annual basis. Our aim is to bring the stories and history of the Castle to life for visitors and those from the local area to enjoy and experience in an accessible and fun way. To support the planning and running of these events we are seeking the help of enthusiastic volunteers to join our team.

### **Where will I be based?**

Conisbrough Castle  
Castle Hill  
Conisbrough  
Doncaster,  
South Yorkshire  
DN12 3BX

There may also be opportunities for elements of this role to be achieved remotely from home

### **What will I be doing?**

As a member of the team here at Conisbrough, your role will be to support with the planning of our free, community events. This will involve:

- Liaising with local partners and groups to encourage involvement and engagement from those living in the local area.
- Assisting the team with event and activity planning
- Assisting with the delivery of events on site
- Reaching out to groups and partners with the possibility of attending local meetings on our behalf
- There is also scope in this role to support with visitor engagement and Education visits on site

### **How much time will I be expected to give?**

Ideally we are looking for someone able to commit 5 hours per week; however this is a flexible opportunity that can be discussed further on application.

### **What skills, qualities and experience do I need?**

Desirable qualities for this role will be someone who:

- Is confident in speaking to and engaging with external stakeholders and members of the local community with good interpersonal skills
- Has a passion for bringing history to life, encouraging and promoting the benefits of heritage to a wider audience.
- Enjoys teamwork and sharing and supporting fellow volunteers and staff across various departments in planning and delivering events
- Has good level of fitness and mobility to support in event delivery
- Has Basic knowledge of IT, including email, Excel, Word and Social Media



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### **What support and training will I receive?**

Any and all training needs identified will be covered by English Heritage and coordinated by the Volunteer Manager:

- A basic induction covering all aspects of volunteering at EH including expenses and uniform
- A site induction that will cover all the basics of being on site at Conisbrough, covering all H&S and the practicalities of volunteering on site.
- Role specific training will be covered including a background to all the local groups already involved in Conisbrough, main contacts and how to approach them as well as an overview of regular events and how they have worked previously.
- There will be specific training provided in Events Management delivered online
- A DSE (display screen equipment) assessment to cover potential risks of undertaking a desk-based role at a computer.
- As the main point of contact, the Volunteer Manager will regularly keep in touch and arrange meetings and phone calls to maintain communication.

### **What will English Heritage expect from me?**

- To be the friendly face of English Heritage and deliver excellent customer service.
- To be reliable in attendance and dependable.
- Help us maintain the highest standards of presentation at our sites and properties.
- To wear English Heritage volunteer uniform where provided.
- Help us protect our properties and collections by understanding and following our security and safety procedures.
- Maintain good working relationships with staff, other volunteers and members of the public and community.
- Attend appropriate training and learn about the work of English Heritage.
- Observe organisational policy and procedures.
- Safeguard confidential information about English Heritage and let us know about anything relating to your role or the work of English Heritage that you think might be controversial.
- Any documentary or other material (including any copyright applying thereto) you are provided with or created by you in respect of your volunteering will be the property and copyright of English Heritage (unless otherwise agreed in writing).

### **What can I expect from English Heritage?**

- A welcoming and enjoyable experience.
- To be treated fairly and with respect.
- Recognition and appreciation for your contribution.
- A full induction and training programme with on-going support.
- A volunteer pass allowing free entry to English Heritage properties is available on completion of 60 hours and four months of volunteering.
- Reimbursement of reasonable local travel costs between home and volunteering location within agreed limits.
- A certificate to demonstrate work carried out for English Heritage is available on request to show future employers or further education providers.
- You will be covered by English Heritage's own indemnity arrangements in respect of all liabilities that may result from your appointment as a volunteer.