



ENGLISH HERITAGE

Eltham Palace Garden Volunteer Role Description

Why does English Heritage need my support?

We are looking for volunteers to support our garden team in maintaining the gardens and developing the plant displays.

Where will I be based?

Eltham Palace and Gardens
Court Yard
London
SE9 5QE

What will I be doing?

As a volunteer in the gardens team, you'll help maintain and develop the gardens and as such you will need to:

- Take instruction from the garden staff and be able to carry out tasks as part of a team and independently
- Participate in a broad range of horticultural activities including but not limited to; mulching, weeding, pruning, propagation, planting and re-potting
- Answer questions from visitors and offer information where appropriate regarding the garden and its history
- Answer visitor queries or direct them to an appropriate member of staff.

For security purposes you will also need to:

- Understand and implement safety procedures including evacuation
- Maintain a level of visitor supervision in the garden.

How much time will I be expected to give?

- We have sessions available on Tuesdays and Thursdays, from 10:00am to 3.30pm with a break 12.30-1.30
- Weekly commitments work best for this role and for the nature of the volunteering involved

What skills, qualities and experience do I need?

- A basic level of horticultural knowledge & an interest to learn more
- An interest in horticulture and being outdoors
- An interest in volunteering in a historic environment
- To be flexible and enthusiastic
- The ability to participate as part of a team and sometimes on your own
- The ability to undertake physical tasks for a period of time, be outside in all weathers and at all times of year.

What support and training will I receive?

- Welcome to English Heritage - National Induction
- Site and a role Induction with the volunteer manager and/or a member of the gardens team
- Role-specific training
- Appropriate tools and Personal Protective Equipment.



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What will English Heritage expect from me?

- To be a 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 respectful relationships with staff, other volunteers and members of the public
- 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 role specific training with on-going support
- Reimbursement of reasonable local travel costs between home and volunteering location within agreed limits
- A certificate to demonstrate volunteering carried out for English Heritage is available on request to show 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.