



ENGLISH HERITAGE

Yarmouth Castle Visitor Volunteer Role Description

Why does English Heritage need my support?

Yarmouth Castle provides a magnificent picnic spot, with views over the Solent for a lovely relaxing family day by the sea. Step inside and discover the atmospheric recreation of how the rooms were used in the 16th century, and see the exhibition about the many wrecks which occurred in the treacherous stretch of sea which the castle overlooks.

This was the last and most sophisticated addition to Henry VIII's coastal defences; it was completed after his death in 1547, with the first new-style 'arrowhead' artillery bastion built in England.

Where will I be based?

Yarmouth Castle, Quay Street, Yarmouth, Isle of Wight, PO41 OPB

What will I be doing?

This role is all about people; encouraging people to visit the site, helping people make the most out of their visit and promoting repeat visits and visits to other nearby English Heritage sites:

- Welcoming visitors, providing assistance when they arrive to help them orientate themselves and helping them navigate the site.
- Actively engaging with our visitors to convey the story of Yarmouth Castle, answering visitor's questions and telling stories about the site.
- Ensuring visitors remain safe during their visit, by following security procedures.
- Maintaining excellent standards of site and personal presentation at all times.
- Supporting visitors by responding to enquiries and feedback.
- Passing on customer feedback to staff.

How much time will I be expected to give?

Sessions for this role are available throughout the year when the site is open to the public including weekdays, school holidays and bank holidays. Each session is approx. 4 hours long – am or pm, but there is flexibility in this. You can sign up for as many sessions as you would like to throughout the year and you will be given your position on the day that you volunteer.

What skills, qualities and experience do I need?

You'll enjoy meeting people, have a friendly and approachable style and be a passionate ambassador for Yarmouth Castle. You will be able to communicate well with all age groups, and will be keen to learn about the history of Yarmouth Castle and share this knowledge with our visitors. If you have a gift for making people feel at home, this is for you.

What support and training will I receive?

Full training will be provided by English Heritage and will include:

- Induction Training
- Familiarisation with site, our team and procedures.
- Role-specific training with relevant staff.
- 2-way radio training
- Health and safety training



ENGLISH HERITAGE

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.
- 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 which is 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.