



ENGLISH HERITAGE

Audley End Explainer Volunteer Role Description

Why does English Heritage need my support?

We are looking for people who want to be part of an expanding team of enthusiastic volunteers who help bring Audley End to life for visitors and enhance the visitor experience.

How much time will I be expected to give?

Sessions run from 10am to 4pm (5pm in the summer holidays) every day of the week from March to November with flexible sign-up to suit your availability; there is also the option to do a half-day.

Throughout the rest of the year, there are opportunities to volunteer at the weekends when the site is open to the public.

Where will I be based?

Audley End House and Gardens, Saffron Walden, Essex, CB11 4JF.

What will I be doing?

The role is all about people. You will actively engage with visitors by:

- Providing information about the history of the house
- Answering questions and giving a brief orientation of the rooms
- Maintaining a level of visitor supervision whilst helping with the security and safety of the house, including evacuation.

What skills, qualities and experience do I need?

This is a great opportunity to learn new skills. We are looking for friendly and enthusiastic communicators who enjoy meeting people from all walks of life, and are keen to learn about the history of Audley End and to share this knowledge with our visitors.

What support and training will I receive?

In preparation for this role, you will need to develop an understanding of the history of the site and gardens, together with significant features and artefacts. Full training will be provided and will include:

- Familiarisation with site and staff
- Health and safety training
- Welcome to English Heritage Volunteer Induction Session
- Role-specific training with relevant staff, including conducting guided tours if required
- English Heritage customer service training
- Two-way radio training.

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 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.