



ENGLISH HERITAGE

## **Carisbrooke Castle Site Volunteer Role Description**

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

Carisbrooke Castle plays an integral role in both history of the Isle of Wight and the wider country. Home to Isabelle de Fortibus, Sir George Carey, Princess Beatrice and prison to Charles 1, it is steeped in English history. In its time, the castle has been a symbol of political power, a fortress protecting England against invasion, a prison and a home. We are looking for enthusiastic volunteers to support our team as Site Volunteers in and around the grounds.

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

Carisbrooke Castle, Castle Hill, Newport, Isle of Wight, PO30 1XY.

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

You will be assisting our friendly site team in caring for Carisbrooke Castle and helping us maintain high standards of site presentation making it enjoyable for visitors. This will involve:

- Helping to manage queues
- Keeping the site clear of litter and leaves
- Assisting the donkey team with pasture management
- Walking our beautiful site paths, including public footpaths, to check for any maintenance needs
- Following English Heritage health & Safety procedures.

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

Ideally you will be able to volunteer for at least one session a week. A morning session is 9.30am-1.30pm and an afternoon session is 1pm-5pm.

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

Enthusiasm and hands on practical approach to the maintenance of Carisbrooke Castle. We welcome previous experience although this isn't essential as we provide full training for our volunteers.

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

You will receive a full Induction Training from our site team, which includes familiarisation with the site, our team, policies and procedures. You'll be provided with full training on all aspects of the role with our site team. We use a 2-way radio system at site which you'll be trained on and you'll receive health & safety 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.



## ENGLISH HERITAGE

- 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.