



ENGLISH HERITAGE

Carisbrooke Learning Team Volunteer Role Description

Why does English Heritage need my support?

We need volunteers to welcome children and young people to our sites and bring to life the stories of the past. Our Learning Team support activities across all of our Island sites and Carisbrooke is a very popular site for education visits.

How much time will I be expected to give?

Volunteers are usually needed for a minimum of five hours a month and you will be given plenty of advance notice. It is a very flexible role and do not have to commit to a regular day.

Where will I be based?

Carisbrooke Castle, but can also volunteer to work with the team at Osborne and occasionally support events at Yarmouth Castle

What will I be doing?

You can choose to be trained in one or all of the main roles in the learning team:

Family - you will support family activities that run at different times throughout the year. Activities include welcoming families, supporting trails and quests, storytelling, object handling and art and craft activities.

Schools and education groups - you will support the education programme. Activities will include: greeting school groups, and supporting their access to the site and its facilities. You may also deliver facilitated education sessions including the most recently developed Discovery Visit focusing on the role of the donkeys at the Castle.

Other Isle of Wight Sites – occasionally you may support education and family activities at other Island based English Heritage sites including Osborne House.

Volunteers may be asked to dress up and become a character. Please note that volunteers spend quite a lot of time working outside.

What skills, qualities and experience do I need?

We are looking for people who:

- Enjoy working with children and families and wish to inspire and engage young people
- Are confident and effective communicators, who can adapt their communication style to their audience
- Have an imaginative, approachable and friendly way of interacting with visitors
- Are self-motivated and pro-active and can work well in a team
- Would like to develop their ability to lead and talk to groups



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What support and training will I receive?

Training will be specific to the role chosen, but may include:

- Induction day (supported by the EH volunteer handbook)
- Safeguarding training
- Understanding the history of the Castle and the role of the donkeys
- School workshop content and enquiry based learning training
- Disability awareness training
- Storytelling technique
- Family learning
- Health and safety
- Visitor engagement

Please note that all Learning Team volunteers may need to apply for DBS clearance.

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.