



ENGLISH HERITAGE

## **Visitor Volunteer- Carisbrooke Castle Role Description**

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

Carisbrooke Castle plays an integral role in both the history of the Isle of Wight and the wider country. Home to Isabelle de Fortibus, Sir George Carey, Princess Beatrice and prison to Charles I, 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 need your help to share the castle's vast history with our visitors.

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

**Carisbrooke Castle  
Castle Hill  
Newport  
Isle of Wight  
PO301XY**

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

This role is all about people, engaging with our visitors to help them get the most from their visit by:

1. Providing visitors with assistance when they arrive to help them orientate themselves, directing them to the admissions desk and helping them navigate the estate.
2. Actively engaging with our visitors to convey the story of Carisbrooke Castle, answering visitor's questions and telling stories about the collection, the house and estate.
3. Ensuring visitors remain safe during their visit, by following our security procedures.
4. Maintaining excellent standards of site and personal presentation at all times.
5. Supporting visitors by responding to enquiries and feedback.
6. 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, weekends, school holidays, event days 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 for your session 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 Carisbrooke. You will be able to communicate well with all age groups, and will be keen to learn about the history of Carisbrooke Castle and share this knowledge with our visitors. If you have a gift for making people feel at home, this is the role for you.

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

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



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