



ENGLISH HERITAGE

Framlingham Castle Visitor Volunteer Role Description

Why does English Heritage need my support?

Framlingham Castle was once at the centre of a vast network of power and influence from the time of Magna Carta to Mary Tudor being proclaimed Queen whilst at Framlingham. We are looking for enthusiastic volunteers to help visitors understand the site, enjoy their visit and bring the castle to life for them.

Where will I be based?

Framlingham Castle, Church St, Framlingham, Suffolk, IP13 9BP.

What will I be doing?

Based either internally at the ground floor welcome point, in the museum or externally you will actively engage with visitors by:

- Welcoming visitors and giving a brief orientation of the site
- Directing visitors to facilities such as admission point, toilets and entrance points
- Providing information about the history of the Castle and its exhibitions with a possibility of delivering ad hoc tours or introductory talks to visitors
- Promoting English Heritage in general – membership, other sites, website, holiday cottages
- Understanding and implementing safety procedures including evacuation
- Maintaining a level of visitor supervision, for their and the buildings safety.

How much time will I be expected to give?

We are looking for people who can regularly volunteer, ideally for one session per month, during peak opening season, April to October. Sessions are available between 10am – 5pm daily during peak season and weekends only from November to March.

What skills, qualities and experience do I need?

We are looking for friendly, enthusiastic and approachable communicators who enjoy meeting people from all walks of life. You will need to be keen to learn about the history of Framlingham Castle and share this knowledge with our visitors.

You'll be happy to be on your feet for the duration of your shift located inside the castle which can be cold and maybe outside.

What support and training will I receive?

In preparation for the role and with our support, you'll need to develop an understanding of the history of the castle and collection. Full training will be provided by English Heritage and will include:

- Familiarisation with site and staff
- Role-specific training with relevant staff
- Customer service training
- 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



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- Help us protect our properties and collections by understanding and following our security and safety procedure
- 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.