



ENGLISH HERITAGE

Chester Castle Visitor Volunteer Role Description

Why does English Heritage need my support?

This is an exciting opportunity to be involved in the interpretation of Chester Castle. You will help bring the site's varied and exciting history to life by providing information and encouraging visitors to explore and learn more about all areas of the castle.

The 12th-century Agricola Tower was the first stone gateway to Chester Castle, which had been founded by William the Conqueror in 1070 in the south-west part of the city. On the first floor is the chapel of St Mary de Castro, which contains some exceptionally fine wall paintings from about 1240. By climbing the nearby stairs to the wall-walk, you can appreciate the castle's position within the city.

Where will I be based?

Chester Castle: Agricola Tower and City Walls, Grosvenor Street, Chester, Cheshire, CH1 2DN

What will I be doing?

As a key point of contact for visitors you will:

- Answer questions and offer information regarding the castle and its history
- Be friendly and approachable to all
- Provide a high level of customer service.
- Assist with the general upkeep and presentation of the site
- Understand and implement safety procedures including evacuation
- Maintain a level of visitor supervision.

How much time will I be expected to give?

Sessions will run on specific days throughout the year and last no more than 4 hours at a time. These dates will be communicated in advance so you can let your volunteer manager know of your availability.

What skills, qualities and experience do I need?

We are looking for friendly enthusiastic communicators who enjoy meeting people from all walks of life, are able to work as part of a team and on their own, are keen to learn about the history of the castle and share this knowledge with our visitors. You will also assist the team in ensuring that the site is safe and well-presented.

What support and training will I receive?

In preparation for this role you will need to develop an understanding of the history of the castle. Full training will be provided.



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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 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 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.