



ENGLISH HERITAGE

## Haughmond Abbey Explainer Volunteer Role Description

### Why does English Heritage need my support?

Nestled within the Shropshire countryside, Haughmond Abbey welcomes many visitors coming to explore the magnificent ruins. The extensive remains of this Augustinian abbey, includes its abbots' quarters, refectory and cloister. The substantial surviving chapter house has a frontage richly bedecked with 12th and 14th century carving and statuary, and a fine timber roof dating from around 1500.

We are looking for a team of energetic, friendly volunteers to help explain key parts of the Abbey, and share the area's unique history with our visitors.

### Where will I be based?

Haughmond Abbey, Upton Magna, Uffington, Shropshire, SY4 4RW

### What will I be doing?

Based at Haughmond Abbey you will:

- Provide a warm and friendly welcome for all visitors.
- Engage with visitors, providing information about the history of the Abbey, answering questions and sharing knowledge of the surrounding area and English Heritage sites
- Ensure the site is well presented and collect and dispose of any litter found on site, provided it is safe to do so

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

Sessions will run on specific days from April – October and will last no more than 3 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?

This role is for those who enjoy talking to and engaging with the public, who are happy to be part of an independent team on a site with little or no staff presence. Please also note that this role will involve standing and moving around for extended periods of time and weather permitting, may involve spending time outside on site. This role will suit individuals who have a passion for history, an enthusiastic and friendly manner, and enjoy meeting new people.

### What support and training will I receive?

English Heritage will support you to develop the skills and knowledge required to undertake this role. Training in all relevant areas of the role will be covered.

### 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.



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- 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.