



ENGLISH HERITAGE

Iron Bridge Explainer Volunteer Role Description

Why does English Heritage need my support?

The world's first iron bridge was erected over the River Severn in Shropshire in 1779. This pioneering structure marked a turning point in English design and engineering. After it was built, cast iron came to be widely used in the construction of bridges, aqueducts and buildings. It was Abraham Darby III who cast the ironwork for the bridge that still stands today, using the same techniques developed by his grandfather. The bridge was so successful that it gave its name to the spectacular wooded valley which surrounds it, now recognised as the Ironbridge Gorge World Heritage Site.

The Iron Bridge is the focal point of the Ironbridge Gorge and its industrial heritage and each year the site welcomes thousands of visitors. We are looking for energetic, friendly people to join our team and share the site's unique history with our visitors.

Where will I be based?

The Iron Bridge, Ironbridge, Telford, Shropshire, TF8 7JP

What will I be doing?

Based at the Iron Bridge you will:

- Provide a warm and friendly welcome for all visitors.
- Engage with visitors, providing information about the history of the bridge, answering questions and sharing knowledge of the surrounding area and English Heritage sites
- Attend relevant training courses and workshops to increase your knowledge of the site.

How much time will I be expected to give?

We have two shifts a day: 10am – 1pm and 1pm – 3pm throughout the year. We ask that you are prepared to come for a minimum of 2 shifts per month. This is an outdoor post and will be subject to weather conditions

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. This role will suit individuals who have 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.



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- 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.