



ENGLISH HERITAGE

Kenilworth Castle Visitor Volunteer Role Description

Why does English Heritage need my support?

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

How much time will I be expected to give?

We are looking for people who can volunteer anytime they can: ideally for four to eight hours each week. Sessions are available from 09:30am to 6:00pm, daily during April to October and weekends only from November to March.

Where will I be based?

Kenilworth Castle and Elizabethan Garden Castle Green
Kenilworth
Warwickshire CV8 1NE

What will I be doing?

The Gatehouse

Was constructed by Robert Dudley, Earl of Leicester and favourite of Elizabeth I, as part of major building works at the castle. Following the Civil War it was converted into a home and remained occupied until the 1930s. Today it contains two floors of refurbished rooms and a third floor hosting an exhibition about the castle in the Elizabethan period.

As a key point of contact for visitors to the Kenilworth Castle Gatehouse, you'll:

- Answer questions and offer information regarding the castle and its history.
- Be friendly and approachable to all.
- Provide a high level of customer service.

For security purposes you will also need to:

- Understand and implement safety procedures including evacuation.
- Maintain a level of visitor supervision.

Castle Grounds:

- The Castle has many buildings that are of great importance. Helping the visitor understand what they were and answer questions. We will provide you with the proper tools that will help in doing that.
- Anything else that would help enhance the visitor experience and assist staff to maintain this truly amazing property

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 keen to learn about the history of the castle and share this knowledge with our visitors.



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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 and will include:

- Familiarisation with site and staff.
- Health and safety training.
- English Heritage customer service training.
- Two-way radio 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.
- 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.