



ENGLISH HERITAGE

## Kenwood Driver Volunteer

*Are you passionate about helping others and bringing history to life? Do you enjoy driving and being outdoors?*

### Where will I be based?

The role is based at Kenwood in London. Our address is: Kenwood, Hampstead Lane, London, NW3 7JR

On the edge of Hampstead Heath surrounded by tranquil landscaped gardens, Kenwood is one of London's hidden gems. The breath-taking interiors and stunning world-class art collection, including Rembrandt's 'Portrait with Two Circles' are free for everyone to enjoy.

### Why does English Heritage need my support?

Volunteers play a key role in the delivery of our mission, and support multiple projects within the Operations, Curatorial, Gardens and Education teams. One of these is our Mobility Vehicle – a shuttle service which transports visitors from the car park to key areas around Kenwood, such as the House, Dairy, café and shops, and makes the site more accessible. We are looking for volunteers to drive the mobility vehicle and provide a warm and friendly welcome to all visitors, so they get the most from their visit.

### What will I be doing?

You will be part of a team that supports visitors with diverse accessibility needs and drives them around a designated route. You may be asked to:

- Make sure that the mobility vehicle is clean and safe to drive by carrying out a Driver's Daily Checklist
- Drive around the designated route, once hourly. In busy periods, each circuit should last no longer than one hour
- Inspire visitors with stories about the history of the site and interesting things to do
- Answer enquiries and signpost visitors to key areas like the café and shops
- Clean the vehicle at the end of your shift and report any issues to the site supervisor

### What skills, qualities and experience do I need?

We need people who:

- Possess a full driving licence with a minimum of 2 years driving experience
- Have a friendly, enthusiastic manner and a positive attitude
- Enjoy dealing with people from all walks of life
- Want to develop their knowledge of Kenwood's history to then share with the public
- Are comfortable working outdoors and in all weathers

Practical experience driving a similar type of shuttle or golf cart vehicle is desirable but not essential. Some experience at carrying out vehicle checks is desirable but not necessary as training will be provided.

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

We are looking for people who can volunteer regularly, ideally for one session/week or a minimum two sessions/month, and a minimum of 12 sessions overall. Please note that many events happen on weekends and in the evenings.

### What support and training will I receive?

No prior knowledge is required, and we will give you all the information you need to enjoy your role and be successful. This will include:

- Site induction, including our history, mission and how we work with volunteers
- Safety and security training, including fire safety and risk management
- Role-specific training, including driving and maintenance training, and focused training about our Equality, Diversity and Inclusion strategy and Accessibility Offer

### 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
- To attend a minimum of two sessions per month
- Help us protect our properties and collections by understanding and following our security and safety procedures
- Maintain good working relationships with staff, 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 Kenwood House and 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 or 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.

### Where is Kenwood located?

Kenwood, Hampstead Lane, London, NW3 7JR

You can reach us through the following ways.

- **Bus:** Runs between Brent Cross and Finsbury Park, via Golders Green and Archway, and stops right outside the entrance to Kenwood.
- **Train:** Highgate Underground station (Northern Line) is 1.1 miles away, with a walk along the road to Kenwood; Hampstead Heath Overground and Gospel Oak stations are approximately 1.4 miles away, with a walk through the park to Kenwood.
- **Car:** We have a staff/volunteer car park which you may use.
- **Bicycle:** We recommend you plan your route using [Cycle Streets](#)

### What are the local amenities?

- The closest shop is situated in Highgate Village – Tesco Express.
- We have two cafés on site.
- We provide free tea, coffee, and snacks for volunteers.