



ENGLISH HERITAGE

Kenwood Explainer Volunteer

Are you interested in art or social history? Do you love talking to people and telling stories? Then you might be the person to help us welcome visitors and bring Kenwood to life!

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. We are looking for friendly and enthusiastic people to assist with welcoming visitors, telling stories, and helping them to enjoy their visit by bringing this magnificent site to life.

What will I be doing?

You will be based in the magnificent rooms at Kenwood House and will

- Provide a warm and friendly welcome for all visitors, including families and schools
- Bring the site to life by telling stories about Kenwood and our beautiful artwork, architecture and historic objects
- Help us to protect the collection by invigilating rooms and the collection
- If you wish to develop your skills, you may train to become one of our expert guides and lead highlights tours or your own spotlight talks
- Increase your knowledge of the House, Estate and collection through training, special events, personal and peer-learning

What skills, qualities and experience do I need?

We need people who:

- Have a friendly, enthusiastic manner
- Enjoy dealing with people from all walks of life
- Have confidence in their ability to communicate well with all age groups
- Are keen to learn more about Kenwood's history
- Are happy to be on their own in our rooms with members of the public.

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. We offer multiple sessions per day, every day of the week. You are not expected to choose a consistent weekday or time in which you will volunteer and are welcome to attend whichever is most convenient. The sessions we offer are:

- **Monday – Sunday AM:** 9:45am - 1:30pm
- **Monday – Sunday AM break cover:** 10:45am - 1pm
- **Monday – Sunday PM:** 1:15pm - 5:00pm
- **Monday – Sunday PM break cover:** 2:00pm – 4:15pm

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 resources for independent learning, access a beautiful library and invitation to participate in a rich training programme focused on the history of Kenwood, our collections, architecture, landscape and people.

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.

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.