



ENGLISH HERITAGE

## Ranger's House Explainer Volunteer Role Description

### Why does English Heritage need my support?

We are looking for friendly and enthusiastic people to help our visitors to understand and enjoy their visit to Ranger's House. As a volunteer at Ranger's House you'll be helping to keep this elegant Georgian villa and the remarkable collection of nearly 700 works of art it holds, open for everyone to enjoy.

### Where will I be based?

Ranger's House  
Chesterfield Walk  
Blackheath  
London  
SE10 8QX

### What will I be doing?

The role is all about people, based in the beautiful rooms at Ranger's House you'll:

- provide a warm and friendly welcome for all visitors
- actively engage with visitors in answering their questions, telling stories about the house or Wernher Collection
- support guided tours by answering questions and assisting with the safe movement of visitors around the house
- help preserve and protect the collection
- attend relevant training courses and workshops to increase your knowledge of the house and collection.

There may also be the opportunity to research and deliver short talks.

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

Ideally you'll be able to regularly volunteer for four sessions per month or one session per week when the house is open. Session times are:

- 10.50am - 2pm
- 1.50pm - 5pm

We ask all volunteers to attend a recruitment session followed by an induction/training session before they begin volunteering.

### 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 Ranger's history and the Wernher Collection and share this knowledge with our visitors. This is a great opportunity to learn new skills.

You'll be happy to be on your own in rooms of the house with members of the public.

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### **What support and training will I receive?**

- Core training and role specific training will be given.
- Explainers will be given clear guidance on how to address security or safety issues and will always have access to a member of English Heritage staff.

### **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 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 local 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.