



ENGLISH HERITAGE

## **Plymouth Royal Citadel Visitor Administration Volunteer Role Description**

### **Why does English Heritage need my support?**

Visits to the stunning Royal Citadel in Plymouth, home to the Royal Artillery's 29 Commando Regiment, are only possible by guided tour. As visitor numbers have increased, we have identified a need to provide administrative support to our team of guides, leaving them free to lead these tours. A locally based individual would be best placed to provide this support and be able to meet with the team as the need arises.

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

3-4 hours per week to suit

### **Where will I be based?**

From home, ideally in the Plymouth area

### **What will I be doing?**

You will be providing wide ranging administrative support to our team of tour guides, who offer three tours a week to the Royal Citadel, which might include;

- Weekly liaison with the tour guides (May-Sep) either by phone or in person
- Checking and control of online and telephone booking visitor numbers
- Liaison with the Regiment regarding weekly tours
- Allocation of guides for each tour and co-ordination of same, possibly using a shared online calendar
- Managing and responding to ad hoc tour requests
- Monitoring and recording visitor numbers
- Helping to increase local awareness of the Citadel and increase visitor numbers.

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

This role would suit someone with very good IT knowledge and skills, willing to explore and share apps with the team to streamline the booking and enquiry process as it grows. You will have the opportunity to suggest ways to improve information sharing and processes.

- You will have good communication skills and be well organised.
- You will feel confident in dealing with booking enquiries from the public by phone.
- You will be able to build a good working relationship with the Regiment staff.

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

You will meet initially with one of the English Heritage Estates Surveyors Team and the main tour guide. You will receive a personal tour of the Citadel and an introduction the Regiment staff. Thereafter your main point of contact will be the tour guide team, with EH providing support as and when necessary. You will have your own computer equipment and have reliable internet access.



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### **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 six months of volunteering.
- Reimbursement of reasonable local travel costs for meetings 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.