



ENGLISH HERITAGE

## Eltham Palace Visitor Volunteer Role Description

### Why does English Heritage need my support?

Eltham Palace, once a favoured medieval palace and then a Tudor royal residence where King Henry VIII grew up, was transformed in the 1930s by Stephen and Virginia Courtauld into a striking art deco mansion.

We are looking for volunteers to join our fantastic team who help bring the history of this unique building to life by welcoming visitors and sharing Eltham Palace's story and that of those who made it their home.

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

Ideally, you will be available to volunteer for one shift per week.

Volunteer shift times are:

- **February to October:** Open daily with AM shifts from 9.50am to 1.30pm and PM shifts from 1.20pm to 5pm
- **November to January:** Weekends only, with AM shifts from 9.50am to 1pm and PM shifts from 12.50pm to 4pm.
- **Events:** Shifts for events will be shared with you closer to their start date and are in addition to your role and optional.

### Where will I be based?

Eltham Palace, Court Yard, London, SE9 5QE.

### What will I be doing?

This role is all about engaging with people and bettering their experience on site by helping visitors get as much from their visit as they can.

The main tasks will include:

- Welcoming visitors and helping to orientate them around the site
- Engaging visitors by providing information about the history of Eltham Palace, answering questions and sharing stories about the house and its collection
- Working as part of our team to ensure visitors have a safe and fun experience onsite
- Selling Guidebooks to visitors using card machines

There will also be the opportunity to support the success of our event days at Eltham such as the Joust.

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

We are looking for people who are:

- Confident and effective communicators who will be friendly and approachable to visitors and staff from all walks of life
- Are keen to learn about the history of Eltham Palace and share this with our visitors
- Are happy and confident being on their own in our rooms with members of the public
- Are reliable, punctual, friendly and adaptable.

This role may include spending time outside in all weathers.

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

No prior knowledge about Eltham Palace or the Courtaulds is required for this role as all required information will be provided by us. As such, preparation for the role will include the development of an understanding of Eltham Palace's history, its collection and past residents.

Full training and support will be provided by English Heritage and includes:

- Familiarisation with site and staff
- On-site and role-specific induction
- Welcome to English Heritage national induction
- Role-specific training with the relevant staff
- Customer service training
- 2-way radio training
- Health and safety training
- 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 within the remit of the role
- A friendly and flexible approach to the role
- 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 suitable role training with on-going support
- 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.