



ENGLISH HERITAGE

Marble Hill Community Engagement Volunteer Role Description

Why does English Heritage need my support?

Marble Hill is a beautiful Palladian villa set within 66 acres of outstanding riverside parkland near Richmond in West London. The Site has undergone major revival through financial support from the National Lottery Heritage Fund and English Heritage

We are looking to recruit a team of volunteers who are friendly, creative and enthusiastic. Working to make people feel engaged with Marble Hill and inspire a love of history, through working with children and families in Craft events, attending open days/fairs and events, and being a champion of Marble Hill in your local area.

Where will I be based?

Marble Hill, Richmond Road, TW1 2NL

There will also be occasions in which we attend external events & activities in your local area.

What will I be doing?

As a member of the team here at Marble Hill, your role will be to support our engagement with the local community. This will involve:

- Assisting with community based events such as: craft activities for children, art fairs, and large scale engagement events.
- Liaising with local partners and groups to encourage involvement and engagement from those living in the local area.
- Assisting the team with event and activity planning.
- Assisting with the delivery of events on site.
- Reaching out to groups and partners with the possibility of attending local meetings on our behalf.
- Distributing materials in your local area in relevant places.
- Attend events with other volunteers and staff members such as: university open days, school assemblies, community events, volunteering fairs etc.
- There is also scope in this role to support with visitor engagement and Education visits on site.

How much time will I be expected to give?

This is a very flexible role, which can be adapted to your needs, we will expect at least monthly engagement, in order to keep you up to date. On site community events tend to be monthly, with more frequency during the school holidays. Off-Site events occur more sporadically, and work done in your local area will be determined by yourself.

What skills, qualities and experience do I need?

This role will require someone who:

- Is confident in speaking to and engaging with external stakeholders and members of the local community with good interpersonal skills
- Has a passion for bringing history to life, encouraging and promoting the benefits of heritage to a wider audience, and/or a passion for parks & landscapes.
- Enjoys teamwork and sharing and supporting fellow volunteers and staff across various departments in planning and delivering events
- Ability to support in event delivery



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What support and training will I receive?

Any and all training needs identified will be covered by English Heritage and coordinated by the Volunteer Manager:

- A basic induction covering all aspects of volunteering at EH including expenses and uniform
- A site induction that will cover all the basics of being on site at Marble Hill covering all H&S and the practicalities of volunteering on site
- Role specific training will be covered including a background to all the local groups already involved in Marble Hill, main contacts and how to approach them as well as an overview of regular events and how they have worked previously
- As the main point of contact, the Volunteer Manager will regularly keep in touch and arrange meetings and phone calls to maintain communication.

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 and community
- 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
- 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.