



ENGLISH HERITAGE

Marble Hill Event Volunteer Role Description

Why does English Heritage need my support?

Marble Hill hosts many events of various sizes across the year and we are looking for volunteers to help us organise and deliver activities during those events, to ensure that all our visitors to these events have a fantastic, high quality and enjoyable experience.

Our Events Volunteer Programme is a fantastic opportunity to develop skills in a practical setting alongside a team that delivers a wide variety of large-scale events.

Where will I be based?

Marble Hill Park, Richmond Road, Twickenham TW1 2NL

What will I be doing?

This role is all about helping English Heritage to deliver a high quality and enjoyable event by:

- Assisting with pre-event preparation, including printing and laminating materials, readying plans, checking and preparing kit and equipment
- Assisting with the set-up of the event, including the moving and setting up of pop ups, backstage areas, set dressing and props and liaising with suppliers
- Working with the site team on event evenings to ensure the smooth running of the event, helping with a variety of roles such as stewarding the visitor route, helping with customer queries, and keeping the site tidy and presentable
- There may be other things you can assist with during your time with us

Each event will need to involve people in a combination of these tasks – so you might be on the set-up team for one day and the stewarding team for another. We will work with you to understand your preferences around this.

In preparation for the role, and with our support, you will need to develop an understanding of the site you will volunteer at, together with significant features, to help you answer any questions visitors may have during the event.

How much time will I be expected to give?

This is extremely flexible and the opportunities will be dictated by the events that are happening across the year but we would want you to help with at least two events over the year in order to keep up to date with what is happening and training on site.

What skills, qualities and experience do I need?

We are looking for confident and effective communicators who are keen to get involved on a practical level with the planning and delivery of events from large scale events to smaller local events in the future. Volunteers in this role will need to be flexible in carrying out a variety of tasks which may be physically demanding and spend long periods out of doors in all weathers. It is essential that you can work as part of a team and that you are friendly and approachable with both colleagues and visitors.

What support and training will I receive?

Full training will be provided by English Heritage and will include:

- Familiarisation with site, staff and the event being delivered
- Induction, including health and safety training
- Role-specific on-the-job training, which will include the opportunity to see first-hand how English Heritage plans and delivers large scale public events



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- On-going monitoring and support from the site team to maintain consistency in delivery

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 in delivery
- To support your colleagues in having a great time whilst delivering a fantastic product
- Help us maintain the highest standards of presentation at our sites and properties
- To wear English Heritage volunteer uniform where provided, and be well presented where not 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 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, enjoyable and fun experience
- An insight into how large events are run and an opportunity to learn on the job
- To be treated fairly and with respect
- Recognition and appreciation for your contribution
- An induction and on-going support
- The opportunity to chat through future opportunities as a volunteer or career paths within English Heritage
- Reimbursement of reasonable local travel costs between home and volunteering location within agreed limits
- A certificate to demonstrate your time with English Heritage 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.