

## Marble Hill Maintenance Volunteer Role Description

### Why does English Heritage need my support?

Minor improvements at our sites can greatly improve the perception of our visitors and of the local community and a well-kept site also encourages visitors to keep it that way. You will be vital in making these improvements and enabling people to enjoy our unique and beautiful sites even more.

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

Most of the tasks we ask you to complete will not be time critical so you will be able to give your time as and when it suits you.

### Where will I be based?

Marble Hill Park, Richmond Road, Twickenham TW1 2NL

### What will I be doing?

You will be using your skills to help us with small scale maintenance tasks, which could be;

- Small creating/building projects such as bird boxes, planters etc.
- Fixing new signage in place or repairing existing fixings
- Painting small items e.g. fence posts, non-historic signage
- Repairing fencing and or gates
- Pruning branches (normally to make signs visible)
- Cleaning signage
- Lubricating joints/hinges on doors, gates, windows etc.
- Renewing gravel/soil areas where puddles form, e.g. by gates and signs
- While on site, you might meet visitors and chat about what you are doing and why it is important, or help with on-going site presentation by collecting litter.
- After each visit you will need to give a brief feedback and provide images of your completed work – before and after - to the Volunteer Manager.

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

- Good understanding of health & safety principles
- Experience of working on practical tasks such as painting and low level maintenance tasks and you will probably own or have access to a basic toolkit
- Self-motivated and happy to work alone, but confident in talking to the public

### What support and training will I receive?

Your local Team will be your first point of contact and will meet with you to give an introduction to the role and to the types of tasks that need to be undertaken. We will be responsible for ensuring that you are able to carry out your tasks in a safe and pre-advised way by giving you detailed instructions and will work with you to build a basic tool kit if required. We will keep in regular contact with you.

### 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.

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- 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.