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

Framlingham Castle was once at the centre of a vast network of power and influence from the time of Magna Carta to Mary Tudor being proclaimed Queen whilst at Framlingham.

We are looking for enthusiastic volunteers to help visitors understand the site, enjoy their visit and bring the castle to life.

**Where will I be based?**

Framlingham Castle, Church St, Framlingham, Suffolk, IP13 9BP

**What will I be doing?**

You will be conveying the broad history of Framlingham Castle, with enthusiasm, to visitors through engaging guided tours. Common tasks will include:

* Developing an understanding of the history of the site
* Providing engaging guided tours to our visitors, which include both an internal and a moat tour
* Helping visitors better understand the broader history of Framlingham Castle and the significance of the site
* Promoting English Heritage in general – membership, other sites, website, holiday cottages
* Understanding and implementing safety procedures including evacuation.

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

We are looking for people who can regularly volunteer, preferably for a minimum of one session per month during peak opening season, April to October. Sessions will be between 11am - 4pm, during peak season and weekends only from November to March, with the aim of offering three tours each session.

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

We are looking for enthusiastic people who are effective communicators and passionate about history. You will need to be keen to learn the history of Framlingham Castle and feel confident to share this knowledge with our visitors.

You would need to be happy to stand for long periods and walk the site and its grounds, which has uneven surfaces. You may be outside for the majority of your shift, in cold and damp conditions.

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

In preparation for the role and with our support, you will be provided with reading material in order to develop an understanding of the history of the castle. Tour training will be offered with support and ample opportunity to practice in preparation for running tours.

Site training will also be provided by English Heritage and will include:

* Familiarisation with site and staff
* Role-specific training with relevant staff
* Customer service training
* 2-way radio training
* Health and safety training.

**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 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.