



ENGLISH HERITAGE

Framlingham Castle Maintenance Volunteer Role Description

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 work with the Site Manager and team, to undertake minor improvements, ensuring the upkeep and presentation of this historic property. This will enable our visitors to enjoy our unique site 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, however volunteering regularly on a fortnightly basis would be beneficial. Sessions are available during peak season, 10am – 1.30pm and 1.00pm – 4.30pm, Monday – Sunday and weekends only from November – March.

Where will I be based?

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

What will I be doing?

You will be using your skills to help us with small scale maintenance and cleaning tasks, together with the upkeep of a small flower garden. The variety of tasks could include:

- Cleaning existing signage
- Repairing and painting wooden picnic benches and outdoor seating
- Lubricating joints/hinges on doors, gates, windows etc.
- Checking that the moat and overflow car-park are tidy, presentable and accessible and reporting any issue to the site team
- Checking that bins are emptied whilst assisting with on-going site presentation by collecting litter, providing it is safe to do so, reminding visitors to use the bins provided, and sharing the importance of maintaining the sites cleanliness/upkeep
- Assist with horticultural tasks as required by the Site Manager for instance, weeding, pruning, watering and planting around the site and at our plant sales stand.

After each session you will need to give brief feedback to the site management team.

What skills, qualities and experience do I need?

We are looking for enthusiastic and committed people who would enjoy working within our friendly team. Having a good understanding of health & safety principles you will be:

- Experienced in working on practical tasks such as painting and low level maintenance and feel confident using hand tools
- Happy and willing to get your hands dirty and enjoy working outdoors all year round
- Practical and able to come up with creative solutions to overcome general maintenance issues
- Self-motivated and happy to either work alone, or be part of a team
- Feel confident in talking to the many visitors who visit the castle
- A basic level of horticultural knowledge would be beneficial

This role requires you to be relatively fit and healthy and be confident to walk on uneven surfaces, both around the moat and the site overflow car-park. This role will include lifting and moving objects such as wheelbarrows and bags of compost.

What support and training will I receive?

The Site Manager and Volunteer Champion will be your first point of contact and will meet with you to give an introduction to the role, and the tasks 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. Also provided will be:

- A comprehensive site induction
- Role-specific training and guidance
- Appropriate Personal Protective Equipment
- Familiarisation with site and staff
- Health & Safety Training
- Radio Training
- National Welcome to English Heritage Induction
- Regular feedback opportunities on role and maintenance concerns.

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 or four months of regular 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.