



ENGLISH HERITAGE

## **Grime's Graves Tour Guide Volunteer Role Description**

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

Grime's Graves is the only Neolithic flint mine open to visitors in Britain. This grassy lunar landscape of over 400 pits is of national significance, not just for its rare archaeology, but because it is set amid the distinctive Breckland Heath landscape, a designated Site of Special Scientific Interest (SSSI) and a habitat for rare plants and fauna.

Following on from a National Lottery Heritage Funded project to transform Grime's Grave visitor experience, we are looking for enthusiastic volunteers to help us share more of Grime's Graves' story with our growing visitors through guided tours of the site. You will be a crucial part of the new site team, helping us during busy periods to answer questions, lead groups, and assist in delivering our exciting new visitor journey.

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

This is flexible role that will take place on weekends during school term time. During this period we are asking for approximately 1 day of volunteering a month.

During the school Holidays in May, July and August we are looking for more regular weekly volunteering, totalling around 16 hours a month.

### **Where will I be based?**

Grime's Graves, Lynford, Thetford IP26 5DE.

### **What will I be doing?**

The most important aspect of the role is conveying an enthusiasm for the site to visitors and getting them involved through brief guided tours. As well as sign-posting certain areas, volunteers will incorporate the broader history of the site in a way that helps visitors to understand its relevance.

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

This role is great for people with an enthusiasm for history and an ability to effectively communicate with people of all ages from all walks of life. No experience or qualifications in public talking or providing tours is necessary.

We are looking for people who have:

- Excellent communication skills
- Flexibility and adaptability
- Ability to deliver the sessions to people of different ages and abilities, asking and answering questions
- Ability to work in a team with site staff and volunteers.

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

You will be invited to attend a Welcome to English Heritage Induction session, and receive an accompanying Volunteer Handbook. You will also work closely with our staff teams and be allocated a Volunteer Manager to support you in your tasks.

You will receive full training and have ample chance to practice in preparation for running the tours and to ensure that you are comfortable. You will receive role-specific training, including:

- Site-based learning material on the history of Grime's Graves
- Support from the site team who have a wealth of knowledge of the site

- All relevant health and safety considerations and materials.

There will also be the opportunity to take part in further training throughout the year by joining our expert-led field trips. There will also be opportunities to get involved in other on site projects such as a Youth Led Film Project and Stone Age re-enactment days.

### **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.