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

Orford Castle, built by Henry II, is one of England’s most complete and unusual keeps. As a Visitor Volunteer, you will help us bring the castle to life by welcoming all our visitors and helping them to have an incredible visit.

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

This is a relatively flexible role and between three to six hours per week would be ideal. These hours need to be in our open hours, which are 9.45am – 5pm, every day from March to October, with a change in winter. This can be discussed more in detail with the Castle Manager in order to suit both the needs of the Castle and your availability.

**Where will I be based?**

Orford Castle, Castle Green, Orford, Nr.Woodbridge, Suffolk, IP12 2ND

**What will I be doing?**

This role is all about people; encouraging people to visit the site, helping people make the most out of their visit and promoting repeat visits and visits to other nearby English Heritage sites:

* Welcoming visitors, providing way-finding information and ensuring they see the whole of the site
* Assisting with the provision of multimedia guides (handsets and headphones). This may include explaining how to operate them, sanitizing, distributing, and maintaining a suitable number of charged devices
* Engaging with visitors, providing information about the history of Orford Castle, answering questions and sharing knowledge of the surrounding area
* Encouraging people to visit us by engaging with the local community and local businesses.

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

We are looking for people who:

* Are confident and effective communicators
* Are friendly and approachable to all visitors
* Can be on their feet for long periods and sometimes have to spend time outside.

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

In preparation for the role and with our support, you will need to develop an understanding of the history of the castle, collection and local area. Full training will be provided by English Heritage and will include:

* Familiarisation with site and staff
* Welcome to English Heritage national induction
* 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 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 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.