



ENGLISH HERITAGE

## Rushton Triangular Lodge Visitor Volunteer Role Description

### Why does English Heritage need my support?

Rushton Triangular Lodge was built by Thomas Tresham as a Warreners Lodge. All three of its exterior walls are richly embellished with carving relevant to Thomas Treshams' faith. Visitors find some of these easy to understand but some need to be explained and some remain a mystery.

As a Visitor Volunteer, you will help us bring the building to life by welcoming all our visitors and helping them to have an incredible visit.

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

The Lodge will be open every Saturday and Sunday between April and October. We are looking for someone who can regularly volunteer, ideally for one or two weekend days a week. The hours for each day will be from 10.00am to 2.00pm.

### Where will I be based?

Rushton Triangular Lodge, Kettering, Desborough Road, NN14 1RP

### 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, ensuring they see the whole of the site
- Engaging with visitors, providing information about the Lodge and explaining the significance of its stone carvings. 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 spend time outside in all weathers.

### 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 lodge 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
- 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 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.