

VOLUNTEER AT LINCOLN CASTLE

Visitor Experience Volunteer Role Description

Description of Activity:

"Wow!" "What a fantastic day out!" These are the sort of reactions that we love to hear at Lincoln Castle. If you love hearing them too and want to help visitors have a brilliant time this is a perfect opportunity for you. We are looking for lively, positive volunteers to really show visitors to Lincoln Castle how to enjoy history.

As part of our award winning team, you'll welcome visitors to our site including the Medieval Wall Walk, Victorian Prison and Magna Carta. Our visitors look for a friendly smile, and you will be great at making people feel at home, pointing them in the right direction, and making sure they leave with marvellous memories.

Location:

Lincoln Castle

Responsible Officer / Supervisor / Contact:

Madeleine Hawkins – Visitor Experience Team Leader

Timescale:

Permanent volunteering opportunity scheduled all year round. We would like you to commit for 3 months to start with so you can really get to see all that we do here.

Main tasks and responsibilities:

- **Welcoming all visitors to Lincoln Castle and assisting with their enquiries in a positive and friendly manner.**
- Helping people get the most out of their visit to Lincoln Castle by being able to promote all elements of the visitor experience.
- Assisting staff in the monitoring and controlling of visitor flow during peak times to avoid disappointment. This could be in the Victorian Prison, on the Wall Walks or in the grounds.
- Offering audio guides for the Wall Walks to all our visitors and carrying out basic troubleshooting of the devices.
- Managing visitors to the Observatory Tower at Lincoln Castle on busy and event days, whatever the weather. Ensuring no more than 10 to 15 visitors at one time access the Observatory Tower from the door on the East Wall.
- Sign-posting visitors to different parts of the attraction, for example, the Shop, Ticket Office, Café and toilets.
- Upholding the Castle Code, including ensuring assistance guide dogs only are permitted on site.
- Finding out visitor's thoughts and encouraging visitors to complete comments cards and review the Castle on Facebook and TripAdvisor.
- Using the site radio to request first aid if needed.
- Being an Ambassador for Lincoln Castle and Historic Lincoln as a World Host destination.

Main tasks and responsibilities continued:

- You will be an important part of making sure things run as smoothly and safely as possible and this includes getting to know health and safety and evacuation procedures.
- There might occasionally be some other activities that are of interest to you, that we could use your help with.

Skills and experience required (if any):

Positive and outgoing personality.

A commitment to excellent customer service.

Good level of written and spoken English.

Well-presented.

Level of physical fitness appropriate to tasks being undertaken.

Personable and reliable essential.

Support and training required (if any):

Full Induction and training provided.

Lincoln Castle Volunteer uniform and name badge provided.

Personal Protective Equipment will be provided for all relevant tasks as required.

What's in it for you:

The opportunity to develop your knowledge of Lincoln Castle.

Experience of working in a busy heritage attraction.

Experience of working with the general public, including families and young people.

Other information (e.g. issues with access to site, activity requires own transport etc.)

There is no vehicle access to Lincoln Castle but public parking is available in the uphill area. Volunteers would be responsible for their own arrangements to get to Lincoln Castle.

Sensible footwear and appropriate clothing is essential.

Volunteers must be 16 or over.

We also offer all our volunteers the chance to apply for our volunteer card. This gives free attraction access to all volunteers who complete 50 hours of volunteering per year.

Created By	Date
Madeleine Hawkins	14/02/2017

