

VOLUNTEER AT LINCOLN CASTLE

Grounds 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, the role of Grounds Volunteer means you'll help to make the grounds of the Castle look fantastic at all times.

As you are out and about most of the day, you will often be asked questions, and you'll 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:

Mick Bellamy – Buildings and Grounds 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:

- Assist with all horticultural tasks: weeding, pruning, sowing, edging, paths, irrigation and strimming.
- Welcoming all visitors to Lincoln Castle and assisting with their enquiries in a positive and friendly manner.
- Have or develop an understanding of what our legal obligations are as a scheduled monument, and what we are allowed to do within the grounds.
- Keep the grounds litter free at all times.
- Upholding the Castle Code, including ensuring assistance guide dogs only are permitted on site.
- Using the site radio to keep in touch with other members of the team.
- 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):

A Basic knowledge of Horticulture.

A commitment to excellent customer service.

Good level of written and spoken English.

Well-presented.

Level of physical fitness appropriate to tasks being undertaken, and the ability to work outdoors in all weathers.

Personable and reliable.

Support and training required (if any):

Full Induction and training with members of the grounds team 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
Mick Bellamy	04/10/2017

