

# VOLUNTEER AT LINCOLN CASTLE

## Visitor Experience Volunteer Indoor 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 help turn our visitors' day out into a walk through 1000 years of history.

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

### Responsible Supervisor

Madeleine Hawkins – Visitor Experience Team Leader

### How much time do I have to give?

This opportunity is for a few hours a week and continues on an on-going basis. You can volunteer for a morning or an afternoon on any day of the week.

### How old do I have to be?

The minimum age for volunteering is 16. There is no upper age limit but we will assess that the role is suitable for your age and won't harm you in any way.

### What's Involved?

- Providing a warm, friendly welcome and an outstanding goodbye to all our visitors.
- Knowing your way around Lincoln Castle so that you can provide directions and information to our visitors.
- Volunteering across the attractions making sales in the shops, cleaning tables in the café and checking tickets at the entrance to the Victorian Prison.
- Managing visitors to the attractions on busy and event days ensuring queues do not build up. Where queues are unavoidable providing information to visitors whilst they wait.
- Having an awareness of how best to meet visitors' individual needs and the needs of less mobile visitors.
- Upholding our Castle Code, including ensuring only assistance dogs are permitted on site.
- Finding out our visitors' thoughts and encouraging them to complete comments cards or review the Castle on Facebook and TripAdvisor.
- Volunteering in compliance with our Health and Safety Policy at all times, including 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.

### **This role will suit you if...**

You have a positive and outgoing personality.

You have a commitment to excellent customer service.

You have a good level of written and spoken English.

You are well-presented, personable and reliable.

You have a level of physical fitness appropriate to the tasks being undertaken.

### **What training and support will I be given?**

Your volunteer supervisor will help to prepare you for and support you in your role. You will have a thorough induction so that you are confident in what we are asking you to do.

You will also be given a Volunteer Handbook which gives practical information to help you in your role.

### **What's in it for me?**

The opportunity to be part of an award winning attraction and a great team.

The opportunity to immerse yourself in 1,000 years of history where it happened.

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

### **Volunteering is for me – what next?**

Fill in and return the application form and a member of the team will be in contact to discuss what happens next. This will usually be an invite to visit the Castle including an informal chat where we can decide if this volunteering opportunity is the right one for you.

Created By	Date
Madeleine Hawkins	31/01/2022

