

VOLUNTEER AT LINCOLN CASTLE

Victorian Prison Interpretation Volunteer

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.

Our Victorian Prison Interpretation Team makes such a difference, helping all our visitors to discover the history of the Victorian Prison and the isolating separate system regime that it was designed for. As well as delivering introductory talks to our guests you'll also be responsible for their health and safety inside the prison ensuring all visitors can leave the attraction safely in the event of an evacuation.

Because you'll play such an important role in our visitors day out you'll need to attend a training day and pass an assessment in order to be able to confidently fill this post.

The role will suit you if you are full of enthusiasm, hoping to inspire visitors of all ages, and someone who loves being around people - as you'll meet a lot each day!

By volunteering as a member of the Prison Interpretation Team you'll get to know the Victorian Prison by heart and learn its secrets, use your people skills to welcome and inspire visitors from all over the world and become a member of a varied and enthusiastic team, making new friends along the way.

If you can commit to one morning (10am – 1.30pm) or one afternoon (1.30pm– 5pm) per week you'll get to spend time sharing the stories of those who lived and worked here, whilst learning new skills and getting involved in a world class heritage attraction recently voted the most popular castle in the UK by TripAdvisor offshoot Holiday Lettings.

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Victorian Prison Interpretation Volunteer Role Description

Description of Activity:

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As part of our award winning team, you'll be helping our visitors to discover the history of the Victorian Prison and the isolating separate system regime that it was designed for. You'll also be responsible for their health and safety whilst they visit the Prison showing them the safest route out of the building in an emergency.

Location:

Lincoln Castle

Responsible Officer / Supervisor / Contact:

Madeleine Hawkins – Visitor Experience Team Leader

Timescale:

Permanent volunteering opportunity scheduled all year round, seven days a week, with shifts from 10am until 1.30pm and from 1.30pm until 5pm. 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 the Victorian Prison, and delivering introductory talks as per the daily timetable.
- Circulating all prison spaces regularly – top, ground and basement floor of Male Wing and ground and top floors of the Female Wing; tidying and cleaning as you go
- Replenishing the materials for the hands on activities as necessary, flagging any losses or breakages to the Duty Manager.
- Monitor all access to the Victorian Prison and Magna Carta Vault by checking all tickets, and using our online computer system to scan and process Annual Passes
- Sign-posting visitors to different parts of the attraction, for example, the Shop, Ticket Office, Café and toilets.
- Finding out visitor's thoughts and encouraging visitors to complete comments cards and review the Castle on Facebook and TripAdvisor.
- Being an Ambassador for Lincoln Castle and Historic Lincoln as a World Host destination.
- 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, lock down and fire evacuation procedures. You will be required to carry a site radio with you at all times.
- 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, and an enthusiasm for engaging with the general public
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 on health and safety procedures and the history of the Victorian Prison is provided
Lincoln Castle Volunteer uniform and name badge is provided.

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	31/08/2019

