**Volunteer Role Description**

**Admin Assistant**

**What is a Volunteer Admin Assistant?**

Volunteer Admin Assistants assist the Heritage Manager in the day-to-day administration of the castle. Whether it’s collating visitor feedback, helping with the recruitment of volunteers or managing our social media accounts, you will support us in all areas, from visitor services to group visits to events, and ensure we deliver the best possible experience.

**What’s involved?**

The following provides an example of tasks but it is possible to only take on one or two of these tasks depending on how much time you can commit and on your interests and skills

* General admin such as creating and printing rotas, data entry, managing calendars and filing
* Answering telephone and email enquiries
* Collecting and collating visitor feedback
* Purchasing office supplies
* Updating volunteer adverts, organising interviews and checking references
* Updating social media accounts
* Preparing and distributing marketing materials

**What’s in it for me?**

* Opportunity to play a valuable role in helping deliver a high quality visitor experience
* Opportunity to use your skills and knowledge to ensure the smooth running of the castle
* Become part of a friendly and dedicated team
* Develop your communication and organisational skills
* Enjoy new experiences

**What skills and qualities do I need?**

* Friendly and approachable
* Good communication skills and a good level of spoken and written English
* Good IT skills and willingness to learn to use appropriate software
* Able to work as part of a team, as well as ability to work unsupervised
* Organised and able to take initiative
* Ability to adhere to Health and Safety Policy at all times

**What else do I need to know?**

**Location:** Severndroog Castle is located in Castle Wood, Shooters Hill, London, SE18 3RT

**Days required:** We currently open to the general public on Sundays and to pre-booked groups on Thursdays and Fridays but occasionally have events on other days of the week

**Time commitment:** We are very flexible – as little or as much time as you can offer – but ideally you will be able to offer at least 1 day a month and commit to a minimum of 6 months

**Reports to:** Heritage Manager

**Training:** Training will include induction, shadowing and on the job training

**How to apply:** Fill in our online application form or email volunteer@severndroogcastle.org.uk for more information

**Note:** The castle has 86 spiral stairs and, due to the age of the building, we regret the castle is not accessible.