**Volunteer Role Description**

**Visitor Assistant**

**What is a Volunteer Visitor Assistant?**

Volunteer Visitor Assistants provide a warm welcome to all visitors to Severndroog Castle, a unique 18th Century Grade 2\* listed folly tower. Whether greeting them on arrival, providing information about the history of the castle and its restoration or helping them enjoy the breath-taking views across London and the surrounding counties, you will support us in ensuring we offer a first rate visitor experience.

**What’s involved?**

* Greeting visitors on arrival, providing a warm and friendly welcome
* Engaging with visitors by sharing the story of Severndroog Castle and assisting with enquiries
* Overseeing visitors on the viewing platform
* Safely managing the flow of visitors when particularly busy
* Issuing day tickets or annual passes and selling merchandise
* Assisting with the opening, closing and invigilation of the building
* Maintaining an awareness of relevant health and safety procedures

**What’s in it for me?**

* Become part of a friendly and dedicated team
* Meet people from all walks of life
* Develop your communication skills
* Enjoy new experiences
* Engage with local heritage
* Enjoy stunning views across London and the surrounding counties

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

* A friendly, enthusiastic and welcoming personality
* Ability to talk to a wide range of people
* A love of history and culture
* An interest in helping people learn about our local area and its place in history
* Able to work as part of a team, as well as ability to work unsupervised
* Good timekeeping
* Basic numeracy skills

**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 – a day a week or two hours a month, it all helps!

**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](mailto:volunteer@severndroogcastle.org.uk) for more information

**Note:** The castle has 86 spiral stairs and the role will involve some outdoor work that will require standing for short periods of time