

# Severndroog Castle

Building Preservation Trust

Email: [volunteer@severndroogcastle.org.uk](mailto:volunteer@severndroogcastle.org.uk)

## Volunteer Role Descriptions that can be found below:

1. **Visitor Assistant**
2. **Education Assistant**
3. **Event Volunteer**
4. **Admin Assistant**
5. **Event Coordinator**

## SCBPT Volunteer Visitor Assistant

<b>Role</b>	Volunteer Visitor Assistant
<b>Purpose</b>	To support the Severndroog Castle Preservation Trust (SCBPT) in offering a first rate visitor experience.
<b>Background</b>	<p>Severndroog Castle is a unique 18<sup>th</sup> Century Grade 2* listed folly tower in the Shooters Hill Woodlands, South East London. The Castle was built in 1784 by Lady James of Eltham as a memorial to her husband, Sir William James, who died in 1783. The building was closed to the public in 1988 and has been unoccupied ever since. The Severndroog Building Preservation Trust (SCBPT) was set up in 2003 by a small group of committed local people who were determined that the castle should be restored with full public access. After years of work, in 2010 the SCBPT was awarded a grant from the Heritage Lottery Fund for the physical restoration work and associated plans for public access, learning and engagement. The building was opened to the public in July 2014 and SCBPT continues to work towards securing the future of the building through community and commercial activities. The organisation is largely volunteer run so your contribution not matter how big or small is essential.</p>
<b>Role Description</b>	<p>To assist with the day to day running of Severndroog Castle, ensuring all visitors are welcomed and given any information they require.</p> <p>Training will include: induction, customer service and on the job training. Must be available on specific dates for training.</p>
<b>Report to</b>	Heritage Manager
<b>Time</b>	Times and days to be agreed with Heritage Manager. You will be

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<b>commitment</b>	needed for a minimum of half a day per week for a period of 6 months to open-ended support.
<b>Location</b>	
<b>Tasks</b>	<ul style="list-style-type: none"><li>- Greeting visitors on arrival and providing a friendly, informed and inspiring welcome. For example- providing maps, recommending walks, informing about the events and activities available.</li><li>- Issuing day tickets and membership.</li><li>- Assisting with visitor enquiries on all aspects of Severndroog.</li><li>- Being accountable for all money you receive in daily operations.</li><li>- Encouraging visitors to give donations</li><li>- Work on the reception; including answering calls, basic administrative tasks, assisting with mail-outs and taking enquiries for the team</li><li>- Assisting with the opening and closing of the building</li><li>- Invigilation of specific exhibitions and floors of the building</li><li>- Deal skillfully with a diversity of visitors under a variety of circumstances</li><li>- Patrol the building and engage individual visitors and families in impromptu talks or conversations.</li><li>- Deliver handing sessions</li><li>- Protect visitors by maintaining an awareness of relevant health and safety procedures</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>- Having a friendly, enthusiastic and welcoming personality</li><li>- Being able to talk to a wide range of different people</li><li>- Having a love of history and culture</li><li>- Having the numeracy skills needed to serve customers in the shop and operate the till</li><li>- Being a reliable time keeper</li><li>- Being able to work with staff and other volunteers, as well as working unsupervised</li><li>- The post will involve some outdoor work and volunteers must be able to stand for periods of time.</li> <li>- Interest in helping people learn about our local area and it's place in history</li><li>- If you have experience of working with the public it would be an advantage</li><li>- The post will involve some outdoor work and volunteers must be able to stand for short periods of time.</li></ul>
<b>How to apply</b>	Fill in application form and send to <a href="mailto:volunteer@severndroogcastle.org.uk">volunteer@severndroogcastle.org.uk</a>

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### SCBPT Education Assistant Volunteer

<b>Role</b>	Education Assistant Volunteer
<b>Purpose</b>	To support the Severndroog Castle Preservation Trust (SCBPT) with family activities and school visits.
<b>Background</b>	<p>Severndroog Castle is a unique 18<sup>th</sup> Century Grade 2* listed folly tower in the Shooters Hill Woodlands, South East London. The Castle was built in 1784 by Lady James of Eltham as a memorial to her husband, Sir William James, who died in 1783. The building was closed to the public in 1988 and has been unoccupied ever since. The Severndroog Building Preservation Trust (SCBPT) was set up in 2003 by a small group of committed local people who were determined that the castle should be restored with full public access. After years of work, in 2010 the SCBPT was awarded a grant from the Heritage Lottery Fund for the physical restoration work and associated plans for public access, learning and engagement. The building was opened to the public in July 2014 and SCBPT continues to work towards securing the future of the building through community and commercial activities. The organisation is largely volunteer run so your contribution not matter how big or small is essential.</p>
<b>Role Description</b>	<p>We are looking for a team of Education Assistant Volunteers to help our Volunteer Education Co-ordinator deliver and run our education programme for schools, community groups, lifelong learners, and further/higher education visits. Learning groups are an important link with the local community and you will help make sure their visits are enjoyable and memorable.</p>
<b>Report to</b>	Heritage Manager and Volunteer Education Co-ordinator
<b>Time commitment</b>	<p>Times and days to be agreed with Heritage Manager. You will be needed for a minimum of 3 months to open-ended support. Family activities take place on the first Sunday of each month and more frequently during school holidays. School visits take place on Wednesdays, Thursdays and Fridays. You will be asked to commit at least one day a month but we are flexible so more days would be possible.</p>
<b>Location</b>	Severndroog Castle

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<b>Tasks</b>	<b>School and Family Workshops</b> <ul style="list-style-type: none"><li>• Welcome and provide information to school groups and families</li><li>• Send out visit paperwork</li><li>• Help to prepare resources for school visits and family workshops</li><li>• Guide and monitor groups around the building</li><li>• Advise group leaders about the location of toilets and other facilities</li><li>• Lead or assist with activity sessions and tours for small groups of children</li><li>• Use and look after resources and equipment used for school visits and family activities</li><li>• Be hands on with craft activities</li><li>• Take photographs to be used on our website and marketing materials</li><li>• Arrive before the school group or family groups to set up the castle</li><li>• Set up activities</li><li>• Assist with clearing the castle after the visit</li><li>• Move heavy boxes, tables and other equipment may be required</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Friendly and approachable</li><li>• Experience of successfully working with children, young people or educational groups</li><li>• Good communications skills &amp; a good level of spoken English</li><li>• Happy to work independently or as part of a team</li><li>• Organized and takes initiative</li><li>• Ability to adhere Health and Safety policy at all times</li></ul>
<b>How to apply</b>	Send CV and covering letter to <a href="mailto:volunteer@severndroogcastle.org.uk">volunteer@severndroogcastle.org.uk</a>

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## SCBPT Event Volunteer

<b>Role</b>	Event Volunteer
<b>Purpose</b>	To support the Severndroog Castle Preservation Trust (SCBPT) to run events
<b>Background</b>	<p>Severndroog Castle is a unique 18<sup>th</sup> Century Grade 2* listed folly tower in the Shooters Hill Woodlands, South East London. The Castle was built in 1784 by Lady James of Eltham as a memorial to her husband, Sir William James, who died in 1783. The building was closed to the public in 1988 and has been unoccupied ever since. The Severndroog Building Preservation Trust (SCBPT) was set up in 2003 by a small group of committed local people who were determined that the castle should be restored with full public access. After years of work, in 2010 the SCBPT was awarded a grant from the Heritage Lottery Fund for the physical restoration work and associated plans for public access, learning and engagement. The building was opened to the public in July 2014 and SCBPT continues to work towards securing the future of the building through community and commercial activities. The organisation is largely volunteer run so your contribution not matter how big or small is essential.</p>
<b>Role Description</b>	<p>Would you love to volunteer but don't have the time to make a regular commitment? We run an exciting programme of 'one-off' events for which we need volunteers to help. No experience is necessary just lots of enthusiasm and a 'hands on' approach.</p> <p>Your role will be to liaise with the public, suppliers and internal staff to ensure the smooth running of our activities.</p> <p>Help us greet people at the door, serve refreshments, direct people within the building and the grounds, manage the crowds. Setting up the spaces for events - there will be chairs and tables to be moved.</p>
<b>Report to</b>	Heritage Manager and Volunteer Event Co-ordinator
<b>Time commitment</b>	Times and days to be agreed with Heritage Manager. You will be needed for a minimum of 3 months to open-ended support. We are flexible on what each person commits but would love one day a

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	month from each volunteer.
<b>Location</b>	Severndroog Castle
<b>Tasks</b>	<ul style="list-style-type: none"><li>• Volunteers will be required to invigilate all the spaces within the castle and on the grounds.</li><li>• Assisting with crowd control – ensuring that the numbers of visitors in the space at any one time are maintained at a safe level.</li><li>• Assisting in running the box office</li><li>• Give out information to the public about the event and the building</li><li>• Take part in the occasional organized leaflet drops</li><li>• Help to set up spaces for events</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Friendly and approachable</li><li>• Experience of successfully working with a variety of people</li><li>• Good communications skills &amp; a good level of spoken English</li><li>• Happy to work independently or as part of a team</li><li>• Organized and takes initiative</li><li>• Ability to adhere Health and Safety policy at all times</li></ul>
<b>How to apply</b>	Send CV and covering letter to <a href="mailto:volunteer@severndroogcastle.org.uk">volunteer@severndroogcastle.org.uk</a>

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## SCBPT Admin Volunteer

<b>Role</b>	Admin Volunteer
<b>Purpose</b>	To support the Severdroog Castle Preservation Trust (SCBPT) with day to day administration of the castle.
<b>Background</b>	<p>Severdroog Castle is a unique 18<sup>th</sup> Century Grade 2* listed folly tower in the Shooters Hill Woodlands, South East London. The Castle was built in 1784 by Lady James of Eltham as a memorial to her husband, Sir William James, who died in 1783. The building was closed to the public in 1988 and has been unoccupied ever since. The Severdroog Building Preservation Trust (SCBPT) was set up in 2003 by a small group of committed local people who were determined that the castle should be restored with full public access. After years of work, in 2010 the SCBPT was awarded a grant from the Heritage Lottery Fund for the physical restoration work and associated plans for public access, learning and engagement. The building was opened to the public in July 2014 and SCBPT continues to work towards securing the future of the building through community and commercial activities. The organisation is largely volunteer run so your contribution not matter how big or small is essential.</p>
<b>Role Description</b>	To assist the Heritage Manager in the day to day administration of the castle. You will help the building to run smoothly and produce high quality visitor experience.
<b>Report to</b>	Heritage Manager and Volunteer Event Co-ordinator
<b>Time commitment</b>	Times and days to be agreed with Heritage Manager. You will be needed for a minimum of 3 months to open-ended support. We are flexible on what each person commits but would love one day a month from each volunteer.
<b>Location</b>	Severdroog Castle or at home
<b>Tasks</b>	<ol style="list-style-type: none"><li>1. Collect and collate Visitor feedback</li><li>2. General day to day admin create rotas, daily sheets, filling</li><li>3. Answer telephone and email enquires from <a href="mailto:info@severdroogcastle.org.uk">info@</a> and <a href="mailto:volunteer@severdroogcastle.org.uk">volunteer@</a></li><li>4. Data entry</li></ol>

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	<ol style="list-style-type: none"><li>5. Update volunteer adverts</li><li>6. Help manage the calendars</li><li>7. Checking references</li><li>8. Organizing interviews</li><li>9. Purchasing Office supplies</li><li>10. Take part in the occasional organized leaflet drops</li></ol>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Friendly and approachable</li><li>• Good communications skills &amp; a good level of spoken English</li><li>• Happy to work independently or as part of a team</li><li>• Organized and takes initiative</li><li>• Ability to adhere Health and Safety policy at all times</li></ul>
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## SCBPT Event Coordinator

<b>Role</b>	Event Coordinator Volunteer
<b>Purpose</b>	To support the Severndroog Castle Preservation Trust (SCBPT) in creating and managing events.
<b>Background</b>	<p>Severndroog Castle is a unique 18<sup>th</sup> Century Grade 2* listed folly tower in the Shooters Hill Woodlands, South East London. The Castle was built in 1784 by Lady James of Eltham as a memorial to her husband, Sir William James, who died in 1783. The building was closed to the public in 1988 and has been unoccupied ever since. The Severndroog Building Preservation Trust (SCBPT) was set up in 2003 by a small group of committed local people who were determined that the castle should be restored with full public access. After years of work, in 2010 the SCBPT was awarded a grant from the Heritage Lottery Fund for the physical restoration work and associated plans for public access, learning and engagement. The building was opened to the public in July 2014 and SCBPT continues to work towards securing the future of the building through community and commercial activities. The organisation is largely volunteer run so your contribution not matter how big or small is essential.</p>
<b>Role Description</b>	<p>We are looking for volunteers to create, organise and manage Severndroog Events. This could be a regular commitment or a one off project. The castle runs 1-2 events a month some are large in scale e.g. The Autumn Festival and others are more low maintenance e.g. Christmas Carol Evening. We would like to recruit a group of Event Coordinators to take on different events through out the year working with the Heritage Manager on every aspect of individual events from creation of an idea to clearing away at the end of the day.</p> <p>Your role will be to liaise with the public, suppliers and internal staff to ensure the smooth running of our activities.</p>
<b>Report to</b>	Heritage Manager and Volunteer Event Co-ordinator
<b>Time commitment</b>	Times and days to be agreed with Heritage Manager. You will be needed for a minimum of 3 months to open-ended support. We are flexible on what each person commits but would love one day a

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	month from each volunteer.
<b>Location</b>	Severndroog Castle
<b>Tasks</b>	<ul style="list-style-type: none"><li>• Assist with the day to day co-ordination and planning of the event, responding to email enquiries, researching suppliers, negotiating contracts</li><li>• Prepare and distribute publicity materials such as press releases, posters, banners</li><li>• Attend events to assist with the set-up, delivery and breakdown</li><li>• Supervision of defined aspects of an event to manage safety and customer service</li><li>• Work with the Heritage Manager to make sure all events are fully staffed</li><li>• Ensure the Health and safety of all attendees at events</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Friendly and approachable</li><li>• Experience of successfully working with a variety of people</li><li>• Good communications skills &amp; a good level of spoken English</li><li>• Happy to work independently or as part of a team</li><li>• Organized and takes initiative</li><li>• Ability to adhere Health and Safety policy at all times</li></ul>
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