

# Severndroog Castle

Building Preservation Trust

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

## Volunteer Role Description Visitor Assistant

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### What is a Volunteer Visitor Assistant?

Volunteer Visitor Assistants provide a warm welcome to all visitors to Severndroog Castle, a unique 18<sup>th</sup> 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 it's 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 on Thursdays, Fridays and Sundays 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 89 spiral stairs and the role will involve some outdoor work that will require standing for short periods of time