

Learning Team Volunteer role description

Why does Newcastle Castle need my help?

We need volunteers to help us welcome children and young people to Newcastle Castle and bring the past to life for them, delivering a range of guided tours, educational workshops, and family activities.

How much time will I be expected to give?

Volunteers are usually needed on most weekdays in term time, so we would like you to do around 1 day per week, if possible, but that is flexible. School visits are usually between 9:45am and 2:30pm, but volunteers may also be needed at other times. You will be contacted at least once a month with volunteering opportunities by the Learning Manager.

Where will I be based?

Newcastle Castle, either the Black Gate or the Castle Keep. Newcastle Upon Tyne, NE1 1RQ.

What will I be doing?

Learning team volunteers assist with the delivery of our popular schools education program. Activities include: greeting school groups, escorting them around the site, delivering guided tours and educational workshops, imparting basic health and safety information to school groups. In school holidays you may be asked to help with welcoming family visitors, supporting trails, art and craft activities, object handling and storytelling.

What skills, qualities and experience do I need?

We are looking for people who:

- Enjoy working with children and families and want to engage and inspire them
- Are confident communicators with a range of audiences
- Are approachable and friendly to visitors
- Would like to develop their abilities to lead and talk to groups
- Are self-motivated and pro-active and can work well in a team

What support and Training will I receive?

You will receive a full induction before starting your role. You will also receive training on the history of the Castle, the content of tours and school workshops, and will be able to shadow staff and established volunteers while they lead school groups until you are confident with delivering parts of the visit yourself. Other training opportunities will also be advertised to volunteers throughout the year, including:

- First aid
- Health and safety
- Manual handling
- Visitor Engagement
- Disability awareness

What does Newcastle Castle expect from me?

We expect you to:

- Provide a friendly welcome and an enjoyable experience to our visitors.
- Be reliable and dependable.
- Observe organisational policies and procedures.
- Follow our security and safety procedures.
- Maintain good working relationships with members of staff, other volunteers, and the public.
- Help us to protect and promote Newcastle Castle.
- Attend appropriate training if necessary.
- Undergo a DBS check if necessary for your role.
- Any document or other material that you create while volunteering for Newcastle Castle will be the property and copyright of Newcastle Castle.

What can I expect from Newcastle Castle?

- A welcoming and enjoyable experience.
- To be treated fairly and with respect.
- Recognition and appreciation for your contribution.
- A full induction, ongoing support, and training opportunities.
- Free entry to the Castle for yourself and 2 guests within normal opening hours.
- Reimbursement of reasonable local travel costs between home and volunteering location within agreed limits.