

Living History Team Volunteer role description

Why does Newcastle Castle need my help?

We need volunteers to help us bring Newcastle Castle to life for our visitors. Costumed volunteers help us by engaging visitors with the story of the Castle and the City of Newcastle, and by demonstrating medieval crafts and leading other activities.

How much time will I be expected to give?

We hope that you will be able to volunteer once a fortnight, but this is flexible.

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?

Living History Team volunteers will be provided with a medieval costume in which you will engage with our visitors and share the site's history and stories. We also have experienced volunteers who can help you make or acquire your own costume if you'd like! Each interaction with visitors is different, but you might find yourself:

- Describing what life would have been like living or working in Newcastle Castle
- Answering visitors' questions in a lively and engaging way
- Using handling objects or demonstrating historical activities

You may also be asked to help with some offsite events.

What skills, qualities and experience do I need?

We are looking for people who:

- Want to engage and inspire people with their history and heritage
- Are confident communicators with a range of audiences
- Are approachable and friendly to visitors
- Would like to develop their abilities in storytelling and public speaking
- Are curious about the medieval period and willing to learn and research their role
- Are self-motivated and pro-active and can work well in a team

Please note that you don't need to be an expert for this role! You'll learn as you go, all you need is commitment and enthusiasm!

What support and Training will I receive?

You will receive a full induction before starting your role. You will also work with other members of the Living History Team to develop your knowledge and skills and can choose which tasks you are most comfortable with. 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.