



## Fortress Dover Explainer Volunteer Role Description

### Why does English Heritage need my support?

We need volunteers to welcome visitors to a unique part of Dover Castle, interpreting and giving tours of the Fire Command Post and Port War Signal Station, a building that played a vital role in protecting Dover. You will tell its story to our visitors and encourage them to explore the area. The main focus will be the First World War.

### How much time will I be expected to give?

We have sessions available from 11am – 3pm on Saturdays and Sundays throughout the main season.

### Where will I be based?

Dover Castle  
Kent  
CT16 1HU

### What will I be doing?

You will be the first point of contact for visitors to the building and as such you will need to:

- Be friendly and approachable to all visitors
- Provide a high level of customer service
- Deal with visitor queries or direct them to an appropriate member of staff;
- Answer questions from visitors and offer information where appropriate regarding the Fire Command Post and Port War Signal Station, their appearance, development and contents.

For security purposes you will also need to:

- Understand and implement safety procedures including evacuation
- Maintain a level of visitor supervision

### What skills, qualities and experience do I need?

We are looking for a confident, effective communicator and team player who has a positive attitude to working with visitors to enhance their visit.

### What support and training will I receive?

In preparation for the role and with our support you will need to develop an understanding of the history of the site, together with significant features and artefacts.

Full training will be provided by English Heritage and it will include:

- Familiarisation with site and staff
- Health and Safety Training
- Role-specific training with relevant staff
- English Heritage customer service training
- 2-Way radio training



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### What will English Heritage expect from me?

- To be the friendly face of English Heritage and deliver excellent customer service.
- To be reliable in attendance and dependable.
- Help us maintain the highest standards of presentation at our sites and properties.
- To wear English Heritage volunteer uniform where provided.
- Help us protect our properties and collections by understanding and following our security and safety procedures.
- Maintain good working relationships with staff, other volunteers and members of the public.
- Attend appropriate training and learn about the work of English Heritage.
- Observe organisational policy and procedures.
- Safeguard confidential information about English Heritage and let us know about anything relating to your role or the work of English Heritage that you think might be controversial.
- Any documentary or other material (including any copyright applying thereto) you are provided with or which is created by you in respect of your volunteering will be the property and copyright of English Heritage (unless otherwise agreed in writing).

### What can I expect from English Heritage?

- A welcoming and enjoyable experience.
- To be treated fairly and with respect.
- Recognition and appreciation for your contribution.
- A full induction and training programme with on-going support.
- A volunteer pass allowing free entry to English Heritage properties is available on completion of 60 hours and four months of volunteering.
- Reimbursement of reasonable travel costs between home and volunteering location within agreed limits
- A certificate for your personal profile to demonstrate work carried out for English Heritage is available on request to show future employers or further education providers.
- You will be covered by English Heritage's own indemnity arrangements in respect of all liabilities that may result from your appointment as a volunteer.