



ENGLISH HERITAGE

Marble Hill House Explainer Volunteer Role Description

Why does English Heritage need my support?

Marble Hill is a beautiful Palladian villa set within 66 acres of outstanding riverside parkland near Richmond in West London. Marble Hill was built for the remarkable Henrietta Howard, a woman who overcame personal adversity to become an extraordinary figure in Georgian court society and a member of a dynamic circle of writers, poets and politicians. The house and gardens were intended as an Arcadian retreat from crowded 18th-century London. Its grand interiors also include a fine collection of early Georgian paintings. There can be few places in England that better recall the atmosphere of fashionable Georgian life.

Marble Hill has undergone a major revival through financial support from The National Lottery Heritage Fund and English Heritage.

We are looking for friendly and enthusiastic explainer volunteers to help us share the remarkable story of Henrietta Howard in the newly reinterpreted house so visitors can truly step into England's story.

How much time will I be expected to give?

The house is open to the public from 10:00 to 17:00, Wednesday to Sunday from the 1st of April to the 31st of October. Throughout this period, you can choose to offer a morning or an afternoon or a whole day should you wish. Session times are:

- Session 1: 9:30- 13:30
- Session 2: 13:00- 17:00
- Whole day sessions from 9:30-17:00 (including a morning and afternoon tea break and 30 mins lunch).

Every shift will have a break within in which you will be offered tea/coffee and biscuits in the rest room. We hope you're able to volunteer for at least one shift every two weeks, but this is flexible.

Where will I be based?

Marble Hill House, Richmond Road, Twickenham, London, TW1 2NL

What will I be doing?

This role is all about people; helping people make the most out of their visit while based in the beautiful rooms at Marble Hill. We will ask you to:

- Provide a warm and friendly welcome for all visitors
- Actively engage with visitors in answering their questions, telling stories about the house and enabling opportunities for interaction to explain the new interpretation
- Work as a team to ensure visitors have a safe and rewarding experience
- Help preserve and protect the collection assisting with inventory checks, security and emergency procedures
- Attend relevant training courses and workshops to increase your knowledge of the house and collection
- Support guided tours by answering questions and assisting with the safe movement of visitors around the house.

There may also be the opportunity to give guided tours, research Marble Hill, and deliver short talks.

What skills, qualities and experience do I need?

We would like people who:

- Have a friendly, enthusiastic manner and enjoy dealing with people of all ages and walks of life
- Have confidence in their ability to communicate well with all age groups
- Confident using a radio (training will be provided)
- Are keen to learn more about Marble Hill's history
- Are happy to be on their own in our rooms with members of the public.

What support and training will I receive?

Training and support will be provided throughout your time with us and will include:

- Core and role specific induction and training
- Welcome to English Heritage national induction
- Explainers will be given clear guidance on how to address security or safety issues and will always have access to a member of English Heritage staff
- We will offer storytelling training to enhance your skills and training in how to deliver the stories of Marble Hill in all their variety

This is a great opportunity to learn new skills, gain training and experience on your CV, meet new people and be immersed in a warm welcoming team.

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 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 or four months of volunteering
- Reimbursement of reasonable local travel costs between home and volunteering location within agreed limits
- A certificate 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.