



Email: volunteer@severndroogcastle.org.uk

Volunteer Role Description Visitor Assistant

What is a Volunteer Visitor Assistant?

Volunteer Visitor Assistants provide a warm welcome to all visitors to Severndroog Castle, a unique 18th 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 its 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 to the general public on Sundays and to pre-booked groups on Thursdays and Fridays but occasionally have events on other days of the week



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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: Duty 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 for more information

Note: The castle has 86 spiral stairs and the role will involve some outdoor work that will require standing for short periods of time