



Community and Volunteer Engagement Manager

Job Title: Community and Volunteer Engagement Manager (Job share with Site and operations Manager)

Responsible to: Chair or a nominated Trustees of the Severndroog Castle Building Preservation Trust

Responsible for: Volunteers and any additional/temporary/contract staff as required; jointly responsible (with job-share partner) for Visitor Services Supervisor (Food and Beverage) aka Tearoom Supervisor and Event Supervisor

Salary: £16,375 per annum Actual salary for 20 hours per week. This role works in partnership with a colleague covering Site and Operations Management Community and Volunteers.

Contract: Part-time, 20 hours per week Permanent, alternate weeks working model with 2 weekends in every 4, minimum of one weekday shift to overlap with job share partner

Working Arrangements: Hybrid (home and onsite)

Introduction

Severndroog Castle is an 18th-century Grade II*-listed folly situated in Oxleas Woods, near Woolwich and Greenwich. Saved from private development by a community-led campaign, it is now operated by the Severndroog Castle Building Preservation Trust (SCBPT) as a visitor attraction and community asset.

This is an exciting opportunity for an individual with a passion for community engagement and volunteer management to play a key role in securing the future of this historic site. The Community and Volunteer Engagement Manager will be responsible for enhancing visitor experiences, managing volunteers, and developing partnerships to strengthen Severndroog Castle's role in the community.

Purpose of the Role

The Community and Volunteer Engagement Manager will oversee the Castle's visitor services, volunteer program, and community partnerships. The role will focus on developing an engaging and inclusive visitor experience, managing public and private events, and strengthening the volunteer base. Most importantly, supporting and maintaining the community that Severndroog Castle has built. Working closely

with the Trustees and the Site Operations Manager, this role will ensure that Severndroog Castle continues to be a cherished cultural and heritage destination.

Key Responsibilities

Job Share Collaboration:

- Maintain regular communication and alignment with the Site and Operations Manager through 1) weekly updates basis to ensure seamless operation and a coordinated approach to site and visitor management, and 2) joint planning meetings ensuring that both roles are working towards the Trust's overall objectives.
- Foster a positive and collaborative relationship with the Site and Operations Manager to enhance teamwork, build trust, and ensure consistent service delivery.
- Support each other in covering key responsibilities during absences to avoid operational disruption.

Line Management Responsibilities:

- Jointly manage the Tea Room Supervisor (main point of contact during operating hours, Thu-Sun) and Events Supervisor, coordinating with the site and Operations Manager

Visitor Experience and Community Engagement:

- Deliver an exceptional visitor experience by implementing feedback and best practices from the heritage and cultural sector.
- Manage and deliver guided tours for travel groups, schools, and specialist interest groups.
- Build and maintain relationships with local community groups, schools, and cultural organisations to increase participation and visibility.
- Develop partnerships with stakeholders to enhance Severndroog Castle's reputation as a hub for heritage, learning, and cultural experiences.

Volunteer Recruitment and Management:

- Lead and manage the recruitment, training, and ongoing support of volunteers, ensuring they feel valued and engaged.
- Ensure all New volunteers undergo a thorough induction prior to beginning in their volunteer role.
- Foster a strong team spirit among volunteers through recognition programs and team-building initiatives.
- Ensure that volunteers contribute effectively to visitor services, events, and other operational areas of the Castle.

Managing Public Opening Hours: Sundays Throughout the year:

- Coordinate with the Site and Operations Manager to take part in the Sunday Duty Roster:
 - You will be expected to attend onsite for Sunday opening for a minimum of one Sunday per month
- Ensure at least one trained First-Aider is on duty during public opening hours
- Ensure health and safety for visitors and volunteers during openings.
- Make decisions to close viewing platforms or parts of the building for safety reasons or adverse weather, communicating clearly to public and volunteers.
- Coordinate with the Site and Operations Manager in booking occasional casual-worker Duty Managers where required to ensure continuity of cover.
- Manage volunteer guides roster to provide welcoming visitor experiences.

Managing Commercial Activities and Events:

- Arrange and manage volunteer support for the Events Programme, including Weddings, ensuring all Events are adequately supervised and supported. Book casual staff where necessary.
- Support tearoom team with day-to-day operations ensuring excellent customer service and reviewing the retail offer. Including stock control, merchandising, and supplier negotiations.
- Work with the Trustees to develop and implement fundraising initiatives and income-generating activities.
- Stay up to date with the castle's financial performance and contribute to meeting fundraising targets through events, retail sales, and community partnerships.
- Collaborate with Site and Operations Manager and volunteer-led Events Team to deliver a dynamic public events programme and activities to attract diverse audiences and enhance local engagement.

Marketing and Communications:

- Lead marketing and communication efforts to promote Severndroog Castle's events and visitor services.
- Manage social media accounts, website content, and digital marketing campaigns alongside volunteers and trustees to increase engagement and visitor numbers.
- Identify new opportunities to expand outreach through partnerships, sponsorships, and community collaborations.

Administration:

- Monitor volunteer@severndroogcastle.org.uk mailbox and website enquiries related to volunteering and visitor services.

Person Specification

Essential

- Experience in volunteer management, community engagement, or visitor services within a heritage, cultural, or nonprofit environment.
- Strong interpersonal and communication skills, with the ability to build relationships with a wide range of stakeholders.
- Experience developing and delivering public programs, events, or education initiatives.
- Ability to manage a diverse range of volunteers, fostering an inclusive and motivating environment.
- Understanding of business development and income generation within the heritage or cultural sector.
- Marketing and social media understanding.
- Excellent organisational and time-management skills, with the ability to manage multiple priorities effectively.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Office.

Desirable Skills and Experience:

- Experience working with a historic or heritage site.
- Knowledge of fundraising strategies and grant applications.
- Experience in data management and impact evaluation.
- Understanding of accessibility, inclusion, and diversity best practices within the heritage sector.

Additional Notes

- The post-holder will be required to work on Sundays, which is the main visitor opening day and the most important day when it comes to community (of which at least one Sunday a month must be spent on site).
- Attendance at Severndroog Castle Building Preservation Trust Board meetings and sub-group meetings only if/when required.
- Continuing professional development is encouraged, with opportunities for training and upskilling.

- This role may involve working with children or vulnerable adults, and all applicants will be subject to a basic Disclosure and Barring Service (DBS) check.
- Severndroog Castle is committed to equal opportunities and welcomes applicants from all backgrounds. Reasonable adjustments will be considered for candidates with disabilities.

To Appl

Send your CV and a short covering letter outlining your suitability for the role to jobapplications@severndroogcastle.org.uk

Closing date: 31 January 2026

Shortlisting by 15 February 2026

Interviews:

1st interview (online) weeks beginning 16th & 23 February 2026

2nd interview (on site) week beginning 2nd March 2026