

Castle Volunteer

Volunteer Role Description

Directorate:

South West

Volunteer Manager:

Visitor Services Supervisor

Suggested Time Commitment

Any – We welcome regular weekly volunteers as well as those who can only give a small amount of time in the year.

Type of role:

Ongoing role – no defined end date, with the season running from March to October each year

Why do you need me?

Passionate about history and heritage?

We're looking for enthusiastic volunteers to assist at this unique heritage site and 4* visitor attraction. Tasks will include welcoming local and tourist visitors to the castle, sharing the history and stories of the castle along with the option of helping at special events. This is an excellent opportunity to meet lots of a new people and gain hands-on experience in a unique and fascinating heritage site, with privileged access to an outstanding historical building.

What's included in the role?

- Welcoming visitors and customers to our property
- Provide information about the building, its history and stories
- Working as part of a team
- Provide information regarding the National Trust for Scotland and other NTS properties in the South West Region.
- Opportunity to assist and run guided tours.

Full training and mentoring from experienced staff relating to the history of Culzean Castle and the Kennedy family (who once lived in the castle). A uniform is provided and travelling expenses can be claimed by volunteers.

Why should I volunteer in this role?

If you have an interest in historical buildings and gardens, the Trust or Culzean castle, or you're looking for customer-facing experience, then this role could be perfect for you. Trust



volunteers can attend special events such as training sessions and are recognised for their work through our national thank you programmes.

Who will I be working with?

Mostly, you'll be working with other staff and volunteers under the direction of the Visitor Services Supervisor(s). There will always be help and support on hand to support you in your volunteer role.

Do I need any previous experience for this role?

All of our roles require no previous experience. An interest in Culzean Castle, a willingness to learn and being able to work as part of a team is all you need.

We'll provide an induction and training for you (all about the Trust, its values and your role) to get started, and we'll help you keep learning while you're volunteering with us. This includes free access to all of the courses in our online e-learning system, with the potential to undertake further training.

Who can volunteer with the Trust?

We have an Equality and Diversity policy, and our volunteering opportunities are open to anyone to apply. After you apply, we'll get in touch to arrange an informal chat with you to see what sort of roles you might be interested in.

What if I need some extra help to volunteer?

Most of our volunteer roles are flexible and can be tailored to meet your needs. Our volunteer manager will be happy to discuss any help that you might need to volunteer when you first meet up.

Will you carry out any checks before I can start this role?

For this role, we don't carry out reference checks, and you won't be required to have a criminal record check. If there's any information you'd like to share with us, you will have the opportunity to do this when completing your application / registration form.

What's the next step?

You can apply online now for this role through our Website application portal or by contacting the Culzean Castle office directly on culzean@nts.org or if you would like some extra information before applying, please contact Martin Montee on mmontee@nts.org.uk or by phone on 01655 884455.

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