**Visitor Services Volunteer – Fyvie Castle**

**Volunteer Role Description**

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| **Directorate**: North East |  |
| **Volunteer Manager**:  Visitor Services Manager – Fyvie Castle |
| **Suggested Time Commitment**:  Minimum commitment one day a week/fortnight; 4 hours.  Availability required April to October, between Wednesday – Sunday. During school summer holidays opening days may increase to 7 days a week. |
| **Type of role:**  Returning seasonal |

**Why do you need me?**

Set in the heart of Aberdeenshire, Fyvie Castle is an imposing 800-year-old fortress, with an impressive portrait collection. Inside, the rooms are filled with antiquities, armour and lavish oil paintings. Volunteers are invaluable to the safe keeping and preservation of Fyvie Castle. To support our exceeding visitor experience aims we are looking for a Visitor Services Volunteer to help with the daily opening of the castle and provide a great visitor experience through sharing stories and leading tours of the castle.

**What’s included in the role?**

* Providing guided tours of the castle (tours last approximately one hour). Tour group sizes range from 1 to 20 people.
* Providing a warm welcome and promoting National Trust for Scotland membership.
* Ensuring the safety of the collection and following conservation principles.
* Ensuring the safety of all volunteers, staff and visitors by following health and safety guidance and carrying a portable radio.
* Assisting visitor enquiries eg. directional support
* The option to develop the role to include cash handling and till operating with the shop and admissions departments.

**Why should I volunteer in this role?**

We are a team of passionate and enthusiastic people who are looking for like-minded people to join our Fyvie Castle team.

Volunteer benefits include

* Volunteer Pass
* Joining part of the NTS community, meeting new people
* Confidence builder offering experience in visitor facing role at a tourist attraction.
* 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?**

You’ll be working with a team of other volunteers and Trust employees. When the castle is open to visitors there is a small team of visitor services assistants, management, tearoom and shop staff and volunteers onsite. During guided tours our volunteers/staff work independently but carry a radio to be able to contact a Duty Manager at any time for assistance. If you need help while volunteering, your Visitor Services Manager or our Duty Manager will also be around to assist.

**Do I need any previous experience for this role?**

You don’t need any specific experience or qualifications to volunteer with us.

For this role, we’re looking for someone who is:

* Enthusiastic about the work of the Trust, passionate about its values and objectives
* Will enjoy volunteering in a public facing capacity: happy to engage with people of all ages and backgrounds. You’ll be able to provide clear and helpful information to our visitors and ensure they all have a great experience
* Warm, welcoming and patient with the needs of all our visitors
* Interest in Fyvie Castle’s history. Passion for our history never goes unmissed by our visitors

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 the courses in our online e-learning system.

**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 help you understand a bit more about the role and see if it’s right for you.

While we strive to be an inclusive and accessible site, Fyvie Castle has some limited access features. We have detailed access information on our website: [Fyvie Castle accessibility guide | National Trust for Scotland (nts.org.uk)](https://www.nts.org.uk/accessibility/fyvie-castle-accessibility-guide)

**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, including adapting the role or assisting with volunteer expenses, 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.

If you would like some extra information before applying or would like to request an application form be sent to you, you can contact the Visitor Services Manager – Fyvie Castle on [Fyvie@nts.org.uk](mailto:Fyvie@nts.org.uk) or the office on 01651 891266.

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