Kenwood Learning Team Volunteer
Role Description

Why does English Heritage need my support?
Our learning team volunteers bring history to life for visitors to Kenwood House. We need your help to support and lead activity sessions for children, young families and school groups.

Where will I be based?
Kenwood House and Estate
Hampstead Lane
London
NW3 7JR

What will I be doing?
Volunteers help to set-up and deliver Kenwood’s programme of learning events and activity sessions for under 5s, families and school groups. There are a variety of events you can choose to get involved in including:
- Craft making in our monthly Family First events and craft activities during school holidays.
- Singing and rhyme/story time and interactive play in our term time Under 5s session.
- Live interpretation of Kenwood House and its collection.
- Butter churning demonstrations.
- Interactive Discovery Visits for school groups.

How much time will I be expected to give?
Each of our family learning events are programmed throughout the year and we run regular sessions on Friday, the last and first Sunday of every month and during school holidays.

The length of each event can differ but a volunteer session will be for around four hours. You can use our on-line roster to sign-up for sessions in advance, depending on your availability.

What skills, qualities and experience do I need?
We need people who:
- Enjoy working with children and families.
- Can work well in a team.
- Can adapt their communication style to their audience.
- Wish to inspire and engage young people.
- Have an imaginative, approachable and friendly way of interacting with visitors.
- Are self-motivated and pro-active.
- Are prepared to attend training or shadowing sessions as required.
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What support and training will I receive?
Specific role training would include:

- Kenwood history and stories with a family focus
- Specific training on delivering family activities such as Under 5s, craft workshops and live interpretation
- Child protection
- House and estate security as appropriate
- Health and safety
- Visitor engagement

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 and 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.