



RABY

RABY CASTLE

VOLUNTEER STEWARDS INFORMATION PACK AND APPLICATION FORM

Raby Castle is now recruiting Volunteer Stewards who will play a crucial role in helping to open Raby Castle to more visitors.

This is an exciting role if you like talking to people, enjoy meeting new people and look forward to gaining new skills.

For further information, please contact Alan McKerchar on custodian@rabycastle.com or 01833 660 202 or by visiting our web-site www.rabycastle.com/the-estate/vacancies

Volunteer Steward

Why volunteer at Raby Castle?

As a Volunteer Steward you will play a crucial role in helping to open Raby Castle to visitors. This is a wonderful opportunity if you like talking to people, want to meet new people and want to gain new skills.

Excellent customer service is at the heart of what we do, and our Volunteer Stewards help our visitors to discover more about Raby Castle and leave them feeling inspired. You will also be key in imparting a welcoming presence and enhancing security alongside acting as a friendly source of information in the Castle's public rooms.

You will work alongside the wider Visitor Services team to ensure the visitor experience meets our high standards; you will also be on hand to assist visitors throughout their visit, engaging visitors and supporting the Visitor Services team in the day to day running of Raby Castle.

What will I be doing?

- Assisting the Visitor Services Team to prepare the property for public opening and assist in the closing down procedure
- Helping visitors to discover more about Raby Castle and be inspired during their visit
- Be 'on duty' in the public rooms of the Castle throughout the day to ensure that all visitors view the property at its best and impart information about Raby Castle to visitors
- Being the 'tail end' of tours, making sure visitors keep up with the tour
- Welcoming visitors at entrances and explain what's on each day, advertising our range of tours, family-fun activities and special events
- Providing an excellent visitor experience; being proactive and approachable with the visitors' experience in mind. Being informative and knowledgeable when answering visitors' questions about Raby Castle
- Engaging with children using hand out trails and activity sheets
- Being proactive in providing low-level security to Raby Castle during opening hours
- Work within Raby Castle's procedures
- Work in compliance with the Raby Castle Health and Safety Policy at all times
- Undertake training as and when required

What qualities, skills and experience do I need?

You will need lots of enthusiasm and initiative. Outstanding customer service is our focus and as a volunteer you will be representing Raby Castle and the wider Raby Estate. Volunteering is flexible and you will need to be adaptable due to our seasonal opening. This role would suit

someone who has an outgoing personality and who enjoys talking and interacting with the public. You will need to be able to work as part of a team, as well as able to work alone.

How much time will I be expected to give?

A minimum commitment of one day a week or more

Where will I be based?

Raby Castle, Staindrop, Darlington, Co Durham, DL2 3AH

What support and training will I get?

All volunteer posts report to the Custodian of Raby Castle, but also have a Senior Steward as a mentor. Full training is given for each post, both prior to volunteering and ongoing during volunteering.

What can I expect from Raby Castle?

- A welcoming and enjoyable volunteering experience
- A full induction and training programme with on-going support
- Regular Volunteer Coffee Mornings, annual Volunteer Trips to other historic properties and museums as well as other Volunteer social events such as the annual End of Season Tea Party and Christmas Party.

Raby Castle Application Form

Role: Volunteer Steward

Deadline: open until positions filled

Applicant Information

Name:	
Address:	
Date of Birth:	
Home number:	
Mobile:	
Email address:	

How did you hear about this Volunteer Opportunity? (please circle)

Word of Mouth	Internet	Newspaper	County Durham Volunteering	Social Media
Raby Estates web-site	Visit to Raby	Other: (please state)		

Age Range: (please circle)

18-25	26-35	36-45	46-55
56-65	Over 65	Prefer not to say	

What is your current employment status? (please tick)

Employed Full-time		Retired	
Employed Part-time		Self-employed Full-time	
In Education		Self-employed Part-time	
In Training		Unable to work though ill health	
Looking after family/home		Unemployed and seeking work	
Prefer not to say			

Are you registered disabled? (please circle)

Yes	No	Self-classified	Prefer not to say
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Time Commitment (for the Season – to end of September): We are asking for a minimum commitment of one full day per week (11-4:30pm) throughout the season, however welcome more if you are able. Please tick each box when you are available weekly over the season or circle ALL:

ALL	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
11am – 4:30pm							

Details of Previous Voluntary or Paid Work: Please provide us with a description of any previous voluntary, placements or paid work you have undertaken that are relevant to the Volunteer Steward role here at Raby Castle. (If you need more space, please use additional paper and attach to your application).

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Form Completion information

Before signing this form, it is important that you review what has been provided and ensure that the information is accurate and complete.

This information is true and to the best of my knowledge. I give permission for this information to be held confidentially and to be used for placement of volunteering and statistical purposes.

I agree to my details being kept on computer and used appropriately in accordance with the Data Protection Act.

Signed: _____ Date: _____

Applications can be submitted electronically or by post to: custodian@rabycastle.com or Alan Mckerchar, Raby Castle, Staindrop, Darlington, Co. Durham DL2 3AH

Thank you for your application.