

Lewes Castle and Anne of Cleves House

OPPORTUNITY:	Visitor Experience Volunteer
WHERE:	Lewes Castle and/or Anne of Cleves House, Lewes
ROLE PURPOSE:	To deliver an outstanding welcome to all visitors to Lewes Castle and Anne of Cleves House
TIME COMMITMENT:	<p>A typical shift duration is 4 hours and can be worked either in the morning or the afternoon.</p> <p>Lewes Castle and Anne of Cleves House open daily (closed Mondays) on a seasonal basis.</p> <p>We are flexible in terms of time commitment but ask for a minimum commitment of one shift per fortnight.</p>

The experience we offer to our visitors is a hugely important part of our work and we want to ensure they have an outstanding welcome every time they visit us.

As a Visitor Experience Volunteer you will help us welcome visitors to Lewes Castle and Anne of Cleves House, sell tickets and process retail sales. You will ensure the reception and retail areas are well presented and that visitors have good access to all the information they need to have a really fabulous visit. In doing so, you will contribute to a growth in visitor numbers and charitable income at the properties.

Where will you be based:

Lewes Castle is a 950-year-old Norman Castle built after the Battle of Hastings by supporters of William the Conqueror. It played a key role in the development of Lewes, the County town of East Sussex and provides stunning panoramic views across Sussex from the top of The Keep. The adjoining Museum of Sussex Archaeology displays artefacts from prehistoric to medieval Sussex, plus temporary exhibitions that showcase many treasures from the Society's collections.

Anne of Cleves House is a stunning timber-framed medieval house dating back to the 15th Century. It was given to Anne of Cleves at the end of her short-lived marriage to Henry VIII – although she never lived there. Its well-preserved interiors include a Tudor kitchen, a light and airy parlour, and a beautiful bedroom complete with four poster bed. Visitors can learn about Sussex life through its collection of historic domestic artefacts and stroll through the garden, inspired by a traditional Tudor planting scheme including herbs, shrubs and fruit trees appropriate to the Tudor period.

What you will be doing:

Processing ticket sales effectively to maximise income, selling individual and combined tickets, memberships and guidebooks.

Operating the till in accordance with instructions, processing payment transactions accurately and helping with cashing up the tills at the end of each day in accordance with the Society's financial procedures.

Responding to enquiries in an enthusiastic and engaging way. Providing accurate information including the property's key historical facts, what there is to see and do at the property, including sharing information about upcoming events and the facilities for private functions and ceremonies.

Providing help or guidance to other users and visitors to the properties from time to time, including staff, other volunteers and contractors.

Ensuring the property shop is fully stocked and well-presented, providing accurate information about its contents and processing shop sales efficiently and with confidence.

In the role you will show:

- Excellent communication and interpersonal skills, with the ability to communicate well and clearly with a range of audiences.
- Excellent customer service skills and focus.
- Ability to provide a level of problem-solving assistance to others.
- Confidence to work alone as well as part of a team.
- Good organisational ability - in a potentially busy environment.
- Ability to operate a till for payment transactions (training provided).
- Ability to handle cash and make payment transactions accurately.
- Ability to process 'end-of-day' reports and complete cashing-up procedures.
- Ability to provide accurate, but concise handover information at the end of a shift.
- An interest and passion in history and heritage.

Some beneficial knowledge, experience and/or qualifications you may have:

- Previous experience of working in a retail environment.
- Previous experience of working in a customer-facing role.
- An understanding of health and safety requirements (training provided).
- Awareness and understanding of the importance of DEIB (diversity, equity, inclusion and belonging).
- Previous experience of presenting information to a wide variety of audiences.
- Previous experience of volunteering or working in a museum, in the heritage sector, tourism or in a similar customer facing role.
- Previous Customer Service training or qualifications.
- First Aid at Work training or qualifications (training provided).
- Confident in use of EPOS systems (training provided).

The support and training we will offer you:

- When you start you will be given a detailed tour around the Castle and House.
- You will receive ongoing support and training from our Visitor Experience Leads who will be on-duty with you.
- You will be able to access (and/or provide if you so wish!) peer support from your fellow volunteers who may have specialist knowledge.
- Tasks will be allocated to you so you will have directions and support on any tasks you need to undertake.
- You will have access to our Breathe HR system and IHASCO online training platform which provides access to a variety of skills training.

What you can expect:

We want all our volunteers to feel welcome and have a really enjoyable and positive experience when volunteering with us. You will be provided with:

- the necessary induction, training, equipment and reasonable adjustments to do this role really well and safely.
- a supportive and encouraging environment to enhance your skills, experience and knowledge.
- an opportunity to join an enthusiastic team, socialise and meet new people.
- an opportunity to participate in a number of interesting projects.
- an opportunity to enjoy working in inspiring heritage locations.
- An opportunity to enjoy making a real difference to someone's visit.

All Sussex Past volunteers will be asked to:

- Respect and uphold the Society's values whilst volunteering with us.
- Complete training required of all Sussex Past volunteers and any role specific training e.g. till training.
- Adhere to all relevant policies and procedures expected by the Society, including safeguarding, health and safety, and the principles of diversity, equity, inclusion and belonging.