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## JARROW HALL LIVING HISTORY VOLUNTEER

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<b>JOB TITLE</b>	Living History Volunteer
<b>REPORTS TO</b>	Volunteer Coordinator
<b>LOCATION</b>	Jarrow Hall, Church Bank, NE32 3DY
<b>DURATION</b>	Ongoing

### WHY WE WANT YOU

Our Living History volunteers bring life to our fascinating Anglo-Saxon Village by dressing in Anglo-Saxon kit and being able to talk to visitors about our buildings, the materials they're made, the objects held within them and the technologies used to create them. They are able to demonstrate different skills and share their knowledge of Anglo-Saxon history to entertain and educate the different visitors who come to Jarrow Hall, making sure they have an experience they will remember and encouraging them to return.

As a volunteer at Jarrow Hall you will be entitled to certain benefits in return for your time. As a key part of the team you will be expected to play a proactive and dynamic role alongside your fellow volunteers and staff to ensure that Jarrow Hall builds and maintains a reputation as one of the finest, most welcoming and best loved venues in the region and beyond.

### IS THIS ROLE FOR YOU?

As a Living History Volunteer you have a great opportunity to spend time in welcoming and engaging with our visitors in our fascinating Anglo-Saxon "village". This role would be ideally suited to people who:

- Love talking to people and providing information, who are confident at communicating with a lot of different people and sharing their knowledge, experience and enthusiasm
- Are happy to wear a period-specific kit. This is an essential part of the role! If dressing up isn't your thing you may be more interested in a role as a Volunteer Tour Guide
- Have knowledge of or interest in Anglo-Saxon history or are keen to learn more
- Would like to be able to demonstrate different skills and activities to visitors
- Wants to work in a friendly team with other staff and volunteers

## KEY TASKS

### Living History Volunteer Responsibilities

- Provide a warm welcome to visitors, encourage them to engage with the resources available; be happy to answer questions and give information about our site and activities
- Demonstrate different skills and be able to give short talks on our “village” and the life of an Anglo-Saxon life
- Ensure that the (re)constructed buildings in use are set up correctly, and that any resources used are tidied away at the end of the shift
- Ensure that objects and displays in the (re)constructed buildings are safe and secure during opening hours
- Support Group Tour bookings and educational activities as required
- Working within all Jarrow Hall Health and Safety procedures as appropriate
- Assist other volunteers and staff across the site when needed

### General Volunteer Responsibilities

- Demonstrate integrity, honesty, and knowledge to promote our culture, values and mission.
- Keep up to date with events and activities on-site so you can share your knowledge with our visitors and provide a high standard of visitor welcome and care.
- Proactively engage visitors to inform, delight and encourage support as appropriate.
- Deal with any visitor issues efficiently and politely, redirecting as appropriate.
- Be an ambassador for Jarrow Hall, the local area and the UK.

### Other Responsibilities

- Commit to a minimum of 1 shift per week of 4 hours or more between 09.30 and 16.30 during opening days which vary.
- Follow all instruction and policy both outlined at induction and introduced in the future.
- Undertake training and development as required across areas including but not limited to historical and site knowledge, safeguarding, health and safety.
- Any other duties as reasonably requested to fulfil the objectives of Jarrow Hall and Groundwork.

## Support and Training

All necessary training and background information needed to fulfil the role will be provided.

<b>PREPARED BY:</b>	Marco Romeo-Pitone
<b>DATE:</b>	13/07/2021