

### Chester House Estate Volunteer Role Profile

Project name	Chester House:
Title of role	Learning Volunteer
Main objectives (what outcomes will you want to see from the volunteers)	<ul style="list-style-type: none"> <li>• Support the delivery of an engaging formal and informal learning programme</li> <li>• Enthuse learners of all ages with the history of the Chester House Estate.</li> </ul>
Tasks and activities (what jobs will they do to achieve the above?)	<ul style="list-style-type: none"> <li>• Helping our visitors to discover more by offering an interesting, engaging and informative insight into the history and lives of people connected to The Chester House Estate.</li> <li>• Delivering a variety of formal and informal learning session. These may include craft, activity, object handling and costume. <ul style="list-style-type: none"> <li>• Interacting with people and being happy and confident in talking to all our visitors and members of the public.</li> <li>• Recognising and supporting the specific access needs of all our visitors, helping make sure that they have a comfortable, enjoyable and memorable visit</li> <li>• Being part of a rota system for school visits – this is dependent on school bookings.</li> <li>• Being physically fit and mobile – activities can run for an extended period where you will be on your feet.</li> <li>• Attending a three-part Guide training course (9+ hours) to prepare you for the role.</li> <li>• Becoming familiar with the museum’s policies including following security procedures to help protect the collection and being responsible for the evacuation of visitors in an emergency</li> <li>• Aiding the set-up, preparation, clean-up and removal of equipment and resources such as craft materials</li> </ul> </li> <li>• Aiding the evaluation of learning activities and events</li> <li>• Supporting any other activities relevant to the role.</li> </ul> <p>Learning and Heritage Officer/On the day duty manager.</p>
Reporting to	
Location	<p>Chester House Estate Higham Road, Irchester, NN29 7EZ (off the A45 just before Rushden exit 16 east-bound)</p>

Work hours	<p>The Chester House Estate endeavours to provide a varied leaning offer through a series of formal and informal learning events.</p> <p>Facilitated school bookings occur Monday to Friday 9:30-14:30. For formal learning, volunteer hours will be dictated by the bookings calendar.</p> <p>Wider, informal learning events could be whole or partial day events with details confirmed in advance.</p>
Skills/attributes/experience desired	<ul style="list-style-type: none"> <li>• Experience of working with children and/or young people <ul style="list-style-type: none"> <li>• Ability to work with visitors of all ages and backgrounds and as part of a team</li> </ul> </li> <li>• Enthusiasm</li> <li>• Ability to take on a range of tasks</li> <li>• Creative thinking</li> <li>• Punctuality and reliability <ul style="list-style-type: none"> <li>• Be proud to represent The Chester House Estate and be highly professional in all that you do.</li> </ul> </li> <li>• Be keen to learn new skills</li> <li>• Be a good communicator</li> <li>• Enjoy engaging with a diverse range of people</li> <li>• Be friendly, cheerful and have a positive outlook</li> <li>• Be good at conveying information in a cohesive, enjoyable and accessible way</li> <li>• Enjoy providing excellent service</li> <li>• Like rising to meet a challenge and remain undaunted by questions thrown at you</li> <li>• Be tolerant yet able to maintain a command of any situation <ul style="list-style-type: none"> <li>• Be adaptable and can change your style and delivery method to meet the needs of different audiences</li> </ul> </li> <li>• Enjoy being part of a team and be happy to work collaboratively, flexibly and sensitively with other team members</li> <li>• Be able to adapt your skills and knowledge to suit different situations <ul style="list-style-type: none"> <li>• Be keen to both pass on your own knowledge to visitors and also to gain knowledge from other guides, staff and the public</li> </ul> </li> <li>• Be receptive and welcome feedback</li> </ul>
Are references required for this role?	No
Is a DBS required for this role?	YES
Training provided?	<p>Full training will be provided for all aspects of the role:</p> <ul style="list-style-type: none"> <li>• Use of all equipment</li> <li>• Object handling</li> <li>• Working with children and young people</li> </ul>

	<ul style="list-style-type: none"><li>• Safeguarding training provided</li><li>• Other training opportunities as appropriate</li></ul>
Any other relevant information	Please wear appropriate footwear/clothing as this role may require regular traversing outdoors through our estate. Guides need to present a well-groomed, professional and smart appearance. In the case of severe weather an alternative tour will be provided.

If you are interested in this role, please contact  
[volunteering@chesterhouseestate.org](mailto:volunteering@chesterhouseestate.org)