

Volunteer at Pontefract Castle

Join our Volunteer Scheme and become part of the **Key to the North Project**

Connect, Contribute, Community

Connect: gain knowledge and experience

Contribute: get involved with events and projects

Community: make new friends and support the castle team



Supported by
The National Lottery[®]
through the Heritage Lottery Fund



wakefieldcouncil
working for you

Pontefract Castle has a rich history and there are many stories to tell, from the building of the first castle in the 11th century, to its deliberate destruction in the 17th century.

Edward I called the castle “The Key to the North” and Richard II was imprisoned and murdered here, inspiring Shakespeare to immortalise the castle as a “bloody prison, fatal and ominous to noble peers”.

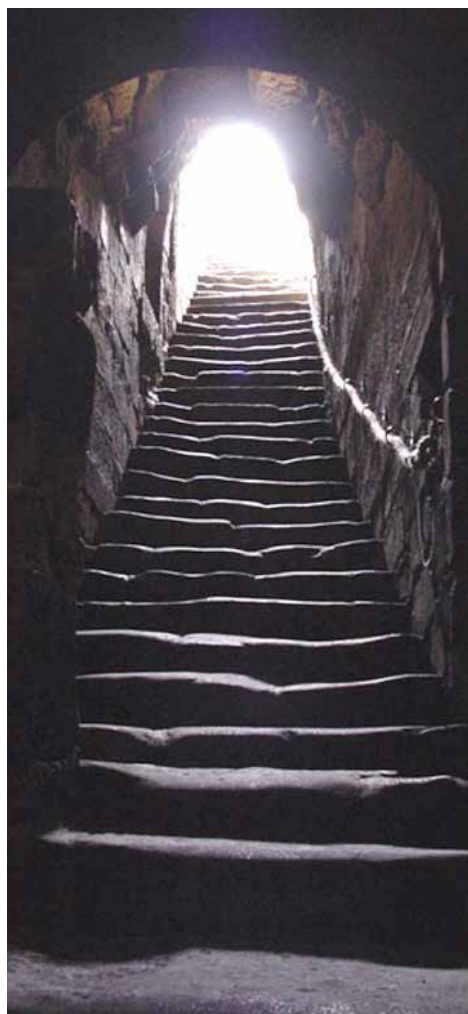
Today the future of Pontefract Castle looks bright thanks to the exciting £3.4 million Key to the North Project. This is funded by the Heritage Lottery Fund, supported by Historic England, Wakefield Council, The Wolfson Foundation and EpaC.

The project includes:

- Large scale conservation work on the ruins and barn
- Installation of new viewing platforms, stairways and paths around the site
- The creation of a new visitor centre complete with updated visitor facilities, a learning space, new exhibition, shop and café
- An inclusive volunteer scheme
- Community engagement projects

The project will also allow the delivery of a programme of events and activities including:

- Conservation days and living history displays
- Theatre performances
- New activity trails around the site
- Sessions for schools
- Workshops, talks and demonstrations
- Family activities



Volunteer roles available:

Grounds Assistant

Events and Activities Assistant

Heritage Office Assistant

Visitor Experience Assistant



What Happens Next?

First...

If you would like to get involved fill out the Expression of Interest Form and return it to the address on the back page. This gives us an idea of the areas you are interested in, your availability and any previous experience you may have.

Then...

Once we receive your Expression of Interest Form we will invite you to an informal discussion to meet with members of the castle team. We will discuss why you want to volunteer, what roles are suitable and what we can offer you.

And Finally...

Once we have agreed which role best suits you we will contact your reference and ask you to fill out a Disclosure and Barring Service (DBS) form. This may take a few weeks to process so in the meantime we will introduce you to the rest of the team, give you a site induction and get you started in your new role.

Why Volunteer?



As a volunteer at Pontefract Castle you will be contributing to the life of a significant historic monument by engaging in its current redevelopment and providing for its future.

We believe that offering your skills and experience deserves reward; whether it's to boost your CV, meet like-minded people or develop teamwork and other personal and professional skills.

What we offer

The volunteer scheme offers four varied roles, each one contributing to a different aspect of running the site. Each role offers flexible hours and may be available on weekdays, weekends or evenings.

Our Volunteer Coordinator provides training, support, supervision and catch up sessions.

We understand that without the dedication and enthusiasm of the volunteer team we would not be able to meet the objectives of the Key to the North Project.

What will you gain as a volunteer?

An opportunity to:

- Meet new people and work as a team
- Learn new skills and increase your knowledge of Pontefract's heritage
- Build your confidence
- Take part in a social activity
- Use your enthusiasm in a creative and rewarding way.

Volunteer Visitor Experience Assistant

Main Objectives of the Role:

- To support Wakefield Council in its policy to make the culture and heritage of the area and its people accessible to everyone

Main Duties and Responsibilities:

- Assist with delivering a welcoming and successful visitor experience, including supporting visitors on site, providing and supporting guided tours and assisting within the visitor centre
- Assist with maintaining an attractive retail offer including stock displays, sales, cleaning and monitoring stock levels
- Contribute to ensuring that the site provides a welcoming first impression with knowledgeable and well trained staff and volunteers
- Undertake appropriate training in customer care, retail, interpretation, health and safety and any other training deemed necessary.

Role requirements:

- Good communication skills
- Friendly and approachable attitude
- Good team working skills
- Good problem solving skills
- An interest in history would be helpful.



Volunteer Events and Activities Assistant

Main Objectives of the Post:

- To support Wakefield Council in its policy to make the culture and heritage of the area and its people accessible to everyone

Main Duties and Responsibilities:

- Assist with the preparation, delivery and evaluation of events and activities both on and off-site, including guided tours, living history days, theatre performances, musical concerts, adult workshops, holiday activities for families, school visits, coach tours and other site related events
- Assist with the planning of events and activities, where necessary
- Contribute to ensuring that the site provides a welcoming first impression with knowledgeable and well trained staff and volunteers
- Undertake appropriate training in customer care, interpretation, health and safety, event stewarding and any other training deemed necessary.

Role Requirements:

- Good communication skills
- Friendly and approachable attitude
- Good team working skills
- Good problem solving skills
- Willingness to work outside
- A reasonable level of fitness.



Volunteer Office Assistant

Main Objectives of the Post:

- To support Wakefield Council in its policy to make the culture and heritage of the area and its people accessible to everyone

Main Duties and Responsibilities:

- Assist with the marketing of the site and its events and activities including using social media, relevant websites and face to face promotional activities
- Assist with the booking of events and activities, where relevant, and the monitoring of ticket sales and visitor numbers
- Assist with the carrying out and monitoring of evaluation methods related to both the site and the activities and events programme
- Assist with fundraising initiatives to support the ongoing sustainability of the site
- Assist with the production of newsletters for staff and volunteers
- Contribute to ensuring the effective management and promotion of the site through supporting successful profile raising and marketing, evaluation of the visitor experience, and monitoring of visitor numbers
- Undertake appropriate training in customer care, marketing, evaluation, health and safety and any other training deemed necessary.

Role Requirements:

- Good communication skills
- Information management skills
- Good team working skills
- Good problem solving skills
- Basic IT skills.



Volunteer Grounds Assistant

Main Objectives of the Post:

- To support Wakefield Council in its policy to make the culture and heritage of the area and its people accessible to everyone

Main Duties and Responsibilities:

- Assist with checking the site for damage / mess / litter
- Assist with weeding paths and walls, maintaining shrubs and bushes, watering outdoor planters, clearing leaves and fallen branches, clearing litter, painting site furniture and railings, cleaning benches and signage and general site maintenance
- Assist with ensuring the site is welcoming, clean and well maintained
- Assist with ensuring the site is healthy, safe and secure
- Undertake appropriate training in grounds maintenance, health and safety, handling relevant equipment and any other training deemed necessary.

Role Requirements:

- Willingness to work outside
- A reasonable level of fitness
- Friendly and approachable attitude.



Volunteer Expression of Interest Form

Personal Details:

Name: _____

Address: _____

E-mail: _____

Telephone No: _____

Background:

Please specify any relevant museum / heritage experience, skills and knowledge:

Areas you are interested in volunteering in:

Why do you wish to volunteer? What would you like to achieve?

As a volunteer, are there any particular skills or learning that you feel you need to develop?

Availability:

Please indicate below when you are available to volunteer:

Start date: _____



Could you commit for the following period of time?

- 1 week
 1 month
 3 months
 6 months
 12 months
 Other _____

Day	Morning	Afternoon	Other (Please state)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Reference

Wakefield Council may take up references. Please provide the name and contact details of one person who has known you for at least 2 years. If possible, it should be someone other than a personal friend e.g. previous employer, college tutor.

Title (please specify): _____ Name: _____

Address: _____

E-mail: _____

Relationship with referee: _____

I declare that:

I will complete a Disclosure and Barring Service (DBS) form and will provide evidence of its completion.

To the best of my knowledge the information I have given is true. Please sign below.

Name: _____

Signature : _____

Date: _____

Volunteer Policy

1.0 Statement and Introduction

- 1.1 Wakefield Council will preserve and make accessible sites, objects and information relating to the culture and heritage of the area and its people for the inspiration, learning and enjoyment of everyone.
- 1.2 Volunteers are a major asset to Wakefield Council and their commitment and enthusiasm is appreciated across the service. Wakefield Council is committed to providing meaningful, enjoyable and safe volunteer assignments of real value within clearly defined roles.
- 1.3 Wakefield Council defines volunteers as those whom perform duties without expectation or receipt of any financial remuneration for the time they spend volunteering.
- 1.4 The relationship between volunteers does not constitute a legally binding contract or relationship of employment between Wakefield Council and the volunteer. Wakefield Council accepts volunteers on the basis that their services are received at its sole discretion and that the volunteer's association with Wakefield Council may be terminated by either side at any time without notice and for whatever reason.
- 1.5 Volunteers are not a substitute for employees and Wakefield Council does not recruit volunteers to displace them. Volunteer roles will complement, rather than replace, the work of paid staff.
- 1.6 Volunteers do not have the authority to represent themselves as spokespersons for Wakefield Council, to make contracts for Wakefield Council or make any commitment on its behalf.

2.0 Recruitment and Selection

- 2.1 Wakefield Council is committed to engaging and developing a diverse volunteer body and Wakefield Council's Equal Opportunities Policy will be adhered to when recruiting volunteers.
- 2.2 Wakefield Council welcomes applications from potential volunteers to join its Volunteer Scheme. Wakefield Council may select individuals from applications via one of its Expression of Interest forms and invite them to a meeting to determine whether the individual is suitable as a volunteer. Wakefield Council's decision on the suitability of a prospective volunteer is absolute and final. Acceptance or rejection will be in writing by letter.
- 2.3 Wakefield Council accepts volunteers on the understanding that they will carry out duties according to the guidelines set out in training and with due regard to Health and Safety legislation and other relevant volunteer policies.
- 2.4 In joining the volunteer scheme all volunteers agree to carry out duties in accordance with the Council's equality and diversity policies and practice to ensure that colleagues and service users are treated in a fair and consistent manner, and that services are delivered with sensitivity to the needs of service users.

No formal experience is needed to volunteer with us

We ask only that you are:

- Enthusiastic
- Reliable
- Willing to learn
- Keen to contribute and get involved
- Prepared to attend training when required

If you have any questions about the volunteer scheme, the roles on offer, or the recruitment process please contact:

Eleanor Wilkinson-Keys,
Volunteer Coordinator Key to the North

Pontefract Museum
5 Salter Row
Pontefract
WF8 1BA

01977 723640
castles@wakefield.gov.uk

Find out more and keep in touch:

 www.wakefield.gov.uk/pontefractcastle

 [pontefractcastle](https://www.facebook.com/pontefractcastle)  [@PonteCastle](https://twitter.com/PonteCastle)

