

Volunteer Visitor Engagement House Steward Role Description

Volunteering at Hoghton Tower

Every day at Hoghton Tower is different, with lots of opportunities to get involved. Our volunteers are integral to our house open days, providing a warm welcome to our visitors and sharing their knowledge of and passion for this fascinating Tudor Elizabethan fortified manor house. We have an amazing and loyal team who will welcome and support you as a new member of that team.

Our Visitor Offer

Hoghton Tower was built in 1565, however, the de Hoghton family have occupied this hilltop site since 1109 and still do today. The public wings of the house are run by the Hoghton Tower Preservation Trust, a registered charity formed in 1978. The house is open to visitors during the main open season running from April – September, with school tours, private tours, weddings and a diverse range of events taking place all year round. The events range from car shows and the Motorcycle Sprint to Ghost Tour and our monthly Farmers' Market.

Traditionally we have offered our very popular guided tours of the house ranging from our full house tour or more specialist historic graffiti tours to our family friendly spooky tours. However, we are aware that not all our visitors would choose a fully guided tour if given the choice so with this in mind, we have developed a digital tour where visitors can tour the house at their own pace with relevant content sent to an app on a mobile device as they enter each room. As well as giving our visitors more choice, this also gives us the opportunity to broaden our volunteering offer and we now have positions for Visitor Engagement House Stewards

As a Visitor Engagement House Steward, you will have a key role in welcoming our visitors and helping them to enjoy their day as well as helping us to protect and preserve this unique part of Lancashire history.

Volunteer Visitor Engagement House Stewards

- Give our visitors a warm and friendly welcome whether this is at the ticket office, in the house or elsewhere around the site
- Enhance our visitor experience with your interest and enthusiasm, helping visitors get the most out of their visit
 - Bring the history of the house to life by sharing anecdotes about the history of the house that may not be included on the digital information – each room has its own stories of days past to tell
 - Respond to enquiries and provide essential information,
 - Recommend other activities that day, future events or volunteering opportunities.
- Ensure the safety of our visitors and the house along with its historic interiors and collection.

- Operate within agreed procedures
- Assist in an emergency situation which may involve the evacuation of visitors

When and how often would I be able to volunteer?

As this is an exciting new development, we are going to trial the free flow digital option on Saturdays between 11am and 5pm (Last entry for visitors 4pm). We will offer guided tours on other days of the week.

Volunteer shifts begin 30 minutes before opening (ie. 10:30am) to allow you time for any set up and to ensure that everyone is in place before the visitors arrive.

We would recommend that you would ideally be able to contribute a regular day weekly during the season with some opportunities out of season and you can of course volunteer more than this! If you are interested in volunteering on our guided tours as well just let us know.

We do have different opportunities available out of our main open season which many of our regular volunteers love to get involved in too – these can range from assisting with school tours or researching new information about the history of the Tower to torch bearing on our sell-out ghost tours.

Is this role for me?

You don't need any specific experience or knowledge for this role as training will be given, however, you will enjoy this role if:

- You have a passion for history, particularly Lancashire history, although you may be surprised at how many links the house has to aspects of national history!
- You enjoy engaging with members of the public as well as other members of our incredible Hoghton Tower team.
- You want to give your time and enthusiasm to help us preserve this iconic Lancashire landmark for future generations whilst sharing stories of its past with the visitors of today.

What support and training will I receive?

- Familiarisation with site and staff
- Role specific training and support to make sure that standards are consistently maintained.
- Induction including relevant operational procedures and health and safety training

Good to know

Location - Hoghton Tower is in a stunning hilltop location with a very impressive $\frac{3}{4}$ mile long driveway leading to the gatehouse, however, this does mean that it can be a

challenge to reach using public transport with the nearest bus stops a 15-20 minute uphill walk away.

Other roles available:

Volunteer Tour Guide for house tours, outdoor tour and school tours

Volunteer Visitor Engagement Dolls' House Exhibition Steward

Hoghton Tower Preservation Trust (Registered Charity Number: 508357)

Hoghton Tower Preservation Trust was established as a registered charity in 1978. The Trust is run by a committed Board of Trustees, and all income raised from visitor admissions, events, holiday accommodation and venue hire, goes back into running and maintaining the historic Tower for future generations to enjoy.

Charitable objectives:

- Restoring and preserving the Tower as a building of historic interest for the benefit of the community at large and the advancement of education.
- Preserving all records relating to the history of the Tower and encouraging historical research into the history of Hoghton and County Palatine of Lancashire.
- Fostering public education and interest in matters connected with the preservation of the environment, in particular the preservation of the fauna and flora of Hoghton.