

# Castle Experience Volunteer

## Dean Castle Country Park

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### **Volunteer Role Summary**

If you love castles, history and talking to the public, this could be the volunteer role for you. Help us tell the numerous and varied stories of Dean Castle, its inhabitants and first class museum collections.

Dean Castle was the home and stronghold of the Boyd family for over 400 years. The Keep, dating to around 1350 houses East Ayrshire Council's collection of arms, armour and tapestries to tell the story of the Bloody Boyds and their exploits throughout Scottish history.

The 15th century Palace, as well as the Keep, was rebuilt from ruins by the 8th Lord Howard de Walden in the early 20th century. The Palace showcases our internationally significant collection of medieval musical instruments given in gift to the people of Kilmarnock by the 9<sup>th</sup> Lord Howard de Walden.

### **What's involved in being a Castle Experience Volunteer?**

You will:

- Welcome our local and overseas visitors to Dean Castle.
- Work as part of a team to engage visitors in the history of Dean Castle and the museum collections.
- Answer questions from visitors as they make their own way around the Castle.
- Invigilate the museum displays.
- Support the Castle Team by providing excellent customer service to the public when staff are giving booked tours.

### **What will be expected of you in this role?**

This role will be suitable for you, if you are;

- Available April – October for 3 hours per week /fortnight to volunteer in either the Dean Castle Keep or Palace - generally at weekends or on particular days for school groups or coach parties.
- Able to provide a warm welcome and 5 star visitor experience to visitors of all abilities in accordance with East Ayrshire Leisure Trust's Customer Service standards.
- Interested in the history of Dean Castle, are willing to learn and able to work as part of a team - no previous experience is needed.

### **Additional Information**

- This role will be subject to the completion of a Criminal Convictions Declaration Form.
- This role will be subject to references.
- Uniform will be provided.
- Full training and induction will be provided and a volunteer supervisor will support you in your role.
- The upper floors of the castle are accessed by steep and narrow stairs. However, this should not stop you from applying to become a castle volunteer as there are also areas of flat and level access. We can discuss any access needs that you have at your informal interview.

### **Find out more**

Contact [EALvolunteering@Eastayrshireleisure.com](mailto:EALvolunteering@Eastayrshireleisure.com) for more information and an application pack.



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### Recruitment Process

- Contact [EALvolunteering@Eastayrshireleisure.com](mailto:EALvolunteering@Eastayrshireleisure.com)
- Take part in an informal interview with this role's volunteer supervisor.
- If you and the volunteer supervisor agree that this role is suitable for you, fill out an Application Form and any other associated paperwork.
- EAL will contact your references and carry out any Disclosure checks necessary.

*This is an unpaid voluntary role. This role summary isn't legally binding or a contract.*

