

# Visitor Engagement Volunteer

The logo for Lakeland Arts, featuring the text "Lakeland Arts" in white on a purple square background.

## Blackwell, The Arts & Crafts House

**Reporting to:** General Manager, Deputy Manager and Learning Team

**Time:** A minimum of three hours a fortnight between May and November.  
(11:00am to 2:00pm or 1:30pm to 4:30pm)

Are you passionate about history and heritage? Do you enjoy meeting people? Help us to bring Blackwell's historic Arts and Crafts rooms to life, as you welcome visitors and share fascinating stories about the house and those who lived and worked here.

Visitor Engagement Volunteers are our ambassadors – the public face of Blackwell - so volunteers need to be warm, friendly and approachable. You will meander around the house and welcome visitors, answer visitors' questions and chat to them about our history.

If you are confident enough, we will also train you in delivering guided tours of the house to groups. Volunteers will receive full training and detailed information packs about the Blackwell's history.

### **Purpose and Key Objectives:**

As a member of the Visitor Engagement Team, you will be expected to:

- Assist with bringing Blackwell to life by welcoming visitors, providing assistance and sharing the big and small stories
- Learn about the history of the property
- Interact and engage in a positive way with visitors and explain the significance of the house and its collection
- Give tours and interpretation for visitors if confident to do so
- Help us to protect the property and collection by providing a roaming presence

### **Knowledge and Experience:**

- A good level of interest in any or all of the following: heritage, the Arts & Crafts Movement, the Edwardian era, contemporary art and craft and more importantly, the willingness to learn
- An interest in working in the historic environment
- An interest in working as part of a wider volunteer team
- The ability to work alone
- The ability to be mobile around the house and talking potentially for a period of time
- To be flexible and enthusiastic
- To enjoy meeting people and providing information

A full introduction to duties is provided and support from the operations team is available at all times. Please note that the ground floor of the house is on one level and so it is possible to volunteer in this capacity if you are a wheelchair user or have limited mobility.

If you are interested to join our team, or would like more information, please email a covering letter and your CV to [mcooksoncarter@lakelandarts.org.uk](mailto:mcooksoncarter@lakelandarts.org.uk)