



## Volunteer role profile

| <b>Volunteer Room Steward</b>  |   |
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| <b>Location</b>  | <b>Caerleon Roman Baths and Amphitheatre</b>  |
| <b>Volunteer Manager</b>   |   |
| <b>Role Description</b>  | <ul style="list-style-type: none"> <li>• To provide a warm and friendly welcome to all our visitors</li> <li>• To respond accordingly to the various needs and interests of the different visitors.</li> <li>• To help us deliver excellent customer service.</li> <li>• To actively talk to visitors in the outdoor areas of the site, such as the Amphitheatre and Barracks, conveying the story of Caerleon and how the romans took over the land and settled there for centuries.</li> <li>• To be part of the public face of Cadw</li> </ul> |
| <b>Qualifications/ Special Skills</b>  | No formal qualifications required   |
| <b>Days</b>  | <b>Any day Monday – Sunday inclusive</b>  |
| <b>Time</b>  | <b>Hours are any time between 9-5</b> (although we would expect a minimum of 3 hours per fortnight)   |
| <b>Essential</b>   | <b>Desirable</b>  |
| Good Communication skills  | Welsh Speaker   |
| Ability to work both within a team and alone   | Friendly and approachable   |
| Reliable, responsible and punctual.  | Interest in history/architecture primarily around the Roman period  |
| <b>Probation period</b>  | 3 Months  |
| <b>Volunteer Benefits</b>  | <ul style="list-style-type: none"> <li>• Training</li> <li>• Experience of working in Heritage</li> <li>• Meet new people with similar interests</li> <li>• Become part of a team</li> </ul>  |
| <b>Training</b>  | Full training will be given   |
| <b>Expenses</b>  | Reasonable cost of travel between home and place of volunteering will be paid. Other reasonable expenses must be agreed in advance  |
| <b>This is a voluntary role, binding in honour only and is not legally binding</b>   |   |
| <b>Contact:</b><br>Tel: 01633 422518<br>e-mail: <a href="mailto:Cadw.Volunteering@gov.wales">Cadw.Volunteering@gov.wales</a> |   |

