

Volunteer Role Summary

If you love castles and history, learning new skills 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 outstanding displays that tell the story of the Boyd family and medieval life, as well as East Ayrshire's stunning collection of arms and armour.

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 will tell the stories of the Howard de Walden family and showcase our internationally significant collection of medieval musical instruments.

What's involved in being a Visitor Experience Volunteer?

You will:

- Introduce visitors to Dean Castle and help them understand its history and inhabitants.
- Encourage visitors to engage with the Museum Collections on display in the Castle.
- Work as part of a team to engage visitors in the history of Dean Castle and the Country Park as a whole.
- Answer questions from visitors as they make their own way around the Castle.
- Assist our staff with larger groups such as school parties or coach tours.
- Assist with the delivery of a wide range of planned programmes and activities in Dean Castle.

What will be expected of you in this role?

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

- Available 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.



Visitor Experience Volunteer

Dean Castle Country Park, Kilmarnock

Recruitment Process

- Contact EALvolunteering@Eastayrshireleisure.com to enquire and register your interest
- 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, you will fill out an Application Form and any other associated paperwork.
- We will contact your references and carry out any Disclosure checks necessary.

Find out More

Contact EALvolunteering@Eastayrshireleisure.com for more information and an application pack.

