



New Lanark World Heritage Site Volunteer Role Description Historic Buildings Volunteer



Historic Buildings Volunteers will join a diverse team of enthusiastic helpers who support the delivery of world-class experiences at New Lanark. The purpose of this role is to assist and inform visitors at various historic buildings throughout the site and the unique objects on display. Site Stewards also support us with maintaining safety and security within the buildings and caring for the objects on open display. Our Historic Buildings Volunteers join our staff teams as ambassadors of New Lanark, they play an important part in welcoming visitors from all over the world and making their visit memorable and informative.

Key Volunteer Duties:

- Demonstrating excellent customer service at all times
- Welcoming visitors to the buildings and checking tickets upon entry
- Offering information on the history of your historic building, and objects on display
- Conducting mini 'Room Tours' at set times throughout the day
- Providing directions and guidance to visitors
- Promoting forthcoming events and activities throughout the site
- Attending training where reasonably requested

Training and ongoing support will be provided for all of these tasks

Key Attributes / Skills

- Friendly & outgoing with excellent communication skills
- Experience of working with the public would be beneficial
- Ability to undertake tasks independently & as a team
- Willing to volunteer during flexible hours
- Creative skills advantageous
- Some interest in New Lanark / Heritage / Arts

Role Type

- Year Round, flexible
- Ideally Minimum one half day per week, however we are aware of different circumstances and are able to allow a degree of flexibility.
- Full training provided
- Possible areas of work include:
 - *Robert Owen's House, Millworkers House, Textile Gallery, School For Children, Meet & Greet, Temporary Exhibition Gallery.*

Opportunities & Benefits

New Lanark is a UNESCO World Heritage Site of international significance. Historic Buildings Volunteers play a vital role in an exciting and challenging time of the site's history. Our Volunteers are ambassadors for New Lanark to the local community, and work amongst a team of engaging, committed and creative individuals.

Historic Buildings Volunteers play a key role in the day to day running of the site and ensure that New Lanark is a welcoming and friendly environment. Opportunities and benefits include:

- Meet a wide variety of people from across the globe
- Access to ongoing support and opportunities for training
- Develop skills, confidence and increased sector specific knowledge
- Volunteers will be offered various opportunities to gain further experience within the volunteer team where appropriate. This could be through assisting with events, in other front of house volunteer roles and within our archive.

- Volunteers are entitled to an excellent 20% discount in The Mill Cafe and Mill Shop (restrictions apply)
- Volunteers are invited to Exhibition Launch events, a great opportunity to get to know the team better!
- Opportunity to join the Friends of New Lanark Trust

Requirements

- Applicants will be invited for an informal interview to discuss the role.
- Details of references will be requested.
- If accepted, you will be invited to attend some days on site for induction, briefing and training, including a tour of the site.
- All volunteers will undertake a trial period of one month.

Uniform:

There is no uniform in place currently, however we ask that Volunteers wear a New Lanark Volunteer badge, which is left on site at the end of each shift. For special events, you may be asked to wear a branded New Lanark top or fleece.

Key Contact:

Paige Hughes, World Heritage & Volunteer Officer: paige.hughes@newlanark.org

Phone: please call 01555 661345 New Lanark Trust Offices and ask to speak to the relevant person.

Historic Buildings Descriptions

Please see below further information about our various historic buildings and exhibitions. If there is any area for which you have a specific interest, please express this when you contact Paige Hughes, World Heritage & Volunteer Officer.

Millworkers' House

See how the villagers of New Lanark lived by exploring our **Millworkers' Houses**. The reconstruction of an 1820s Millworkers' Home shows what housing would have been like in New Lanark just before Victorian times, with 'hurly beds', company dressers and often 10 or more people to a room! The 1930s Millworkers' House by contrast shows what housing would have been like in the 1930s, a period still within living memory.

Robert Owen's House

You can also explore Mill Manager **Robert Owen's House** – the only house in New Lanark to have more rooms in it than people! See Owen's original desk, the books from the New Lanark Reading Room and the elegant furniture of Mrs Owen's sitting room.

Robert Owen's School for Children

Robert Owen made clear that the prime vehicle for social reform was education. Whilst at New Lanark, he created the first Infant School in the world, complete with a comprehensive education system for children. Visit our **Historic Classroom** and discover what it was like to go to school in Robert Owen's time. Children can enjoy dressing up as schoolchildren.

Textile Gallery

This exhibition explores cotton productions and working conditions in the cotton industry, from the cotton fields of America to the noisy factories of 18th and 19th century Britain.

In this exhibition you can also see our historic Spinning Mule in operation, only now producing wool instead of cotton. Imagine the grumble of the machine magnified ten times over, small children crawling underneath to pick up cotton and hundreds of people operating the machinery from dawn till dusk! Our textile team today may not work from dawn till dusk but they do produce the superb quality New Lanark Wool.