



HISTORIC
ENVIRONMENT
SCOTLAND

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Volunteer Role: Visitor Connector

Our Visitor Connectors are volunteers who have one thing in common: a love of being around people as part of an excellent visitor experience in the settings of the unique castles, abbeys, cathedrals, forts and much more that we have in our care. We are currently keen to hear from interested people at:

Melrose Abbey, Abbey Road, Melrose, TD6 9LG
E: melroseabbey.vo@hes.scot
T: 01896 822 562

About Us

[Historic Environment Scotland](#) (HES) is a Non-Departmental Public Body, responsible for safeguarding the nation's historic environment and promoting its understanding and enjoyment. We have people, properties, monument conservation units, and regional offices spread across Scotland. We strive to deliver a volunteer programme that tackles barriers in order to grow modern, flexible, and trusting connections that make an impact by respecting skills, life experience and creativity.

About the role

This is a flexible role that has potential to be varied or focused, depending on the interests of the individual, the visitors on the day, and what would provide added value to the site and its team. At the heart of the role is helping visitors and education and community groups to have a valuable and fun experience. There are opportunities to deliver tours, lead activities such as crafts and handling collections, help out on event days, meet & greet, and chat to visitors as they move around the site. Volunteers are encouraged to engage with visitors in a way that will help them to explore and discover more about the site, area, and communities' rich heritage.

We encourage co-creation of content with our volunteers, such as tours or visitor activities, to provide the opportunity for individuals to share their passions and favourite stories about the site and its surroundings. At some sites, providing volunteer led tours is not possible where there is a dedicated tour guide team. If you are solely interested in delivering guided tours, then please let us know at this early stage.

Due to the historic nature of our sites, accessibility for those with disabilities is not always possible throughout the entire site; there may be aspects of the role which may not be suitable for everyone. We will work with you to adapt the activities to your needs as much as possible. Please get in touch to discuss anything further.

About you

At this time, volunteers must be 18 or over, eligible to volunteer in the UK, and meet Basic Disclosure Scotland requirements. Not all disclosed information is prohibitive and can be discussed in confidence. We offer induction & training for all volunteers so that people feel confident with the following skills:

1. To be approachable and enthusiastic.
2. To be able to take and act on instructions, including health and safety procedures.
3. For public facing roles, are comfortable communicating with our diverse audiences and are confident and happy to initiate conversations and provide directions and guidance as required.

Although experience of public engagement and a background in historical knowledge is not required, a willingness and enthusiasm to be around people and to learn about HES and the location is essential, so that this can be shared with our visitors. You will be volunteering outdoors and in potentially inclement weather, but some locations may allow for indoors only.

A volunteer's relationship with HES

HES is an Investing in Volunteers accredited organisation where our volunteers are fully supported by our volunteer coordinators. We provide induction sessions, on-going check ins, and industry standard training suitable for the role. We will supply a volunteer uniform and waterproof clothing. We will reimburse out of pocket expenses and arrange recognition and celebration activity throughout the year.





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Our sites are at their busiest at weekends, on bank holidays, during school holidays, and over the summer months, so it is at these times that we look for regular volunteering, but we still see our volunteers over the winter if they want to create new content and activities with us. Where sites are busy over winter, there is an opportunity for year-round volunteering. We do not specify a strict time commitment, but if your volunteering stops over 3 months without reason or communication with us, we will end the volunteer placement. For individuals who deliver tours and activities, we desire a minimum commitment of two sessions per month to enable the success of the activity.

How to join us

If you are over 18 and feel that you can deliver the role, then please fill in the Expression of Interest form. We do not ask prospective volunteers to fill out an application form. Instead, we offer optional taster sessions to give you the opportunity to visit the location, meet the team, and learn more about the organisation and role. This will allow you to make a personal judgement that you are happy with the travel, physical requirements, and time commitments. It will also provide an opportunity to discuss in confidence anything that you feel may be relevant to your volunteering experience so that we can understand any personal needs or adjustments that might need to be considered. If you enjoy the taster session or initial chat, we will invite you to meet with us to get to know you better.

Not for you?

If, after consideration, you feel that this role is not the right fit for you or you have other interests that you want to explore through volunteering, please visit our website to view other volunteering opportunities and to learn more about volunteering with HES: <https://www.historicenvironment.scot/about-us/volunteer-with-us/>

