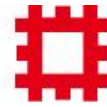


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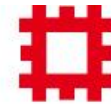
# Managing Volunteers in the Heritage Education Setting

Francesca Lashmar  
Education Manager (South East)



- English Heritage – our work
- Volunteering
  - Who?
  - Why
  - What do they do?
- Volunteers in the Heritage Education Setting
  - The roles
  - Recruiting/induction/training
  - Motivation/retention
- What did I miss? (your chance for questions)

# English Heritage Strategy



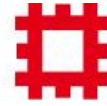
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- Who volunteers?
  - 48% of those who formally volunteer more than once per year are employed
  - 32% of those who formally volunteer more than once per year are economically inactive  
(The Cabinet Office Community Life Survey Aug-Oct 2012)
  - 9% of the adult population provide 51% of volunteer hours  
(Third Sector Research Centre – TSRC – 2012)

# Volunteering



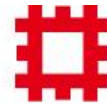
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- Why?
  - For the sense of satisfaction they get from seeing results
  - For the sense of personal achievement
  - To meet people and make friends
  - To do things they are good at

(Helping Out: A national summer festival 2007)



# English Heritage Volunteering



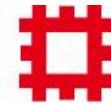
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On 31st March 2013 EH had 1026 volunteers logged on our database who had worked 62,201 hours over the financial year worth at least £529,951

- The English Heritage Volunteer survey of Oct 2011 showed that over 70% of our volunteers are retired.
- 15% are under 45
- 5% are under 25.



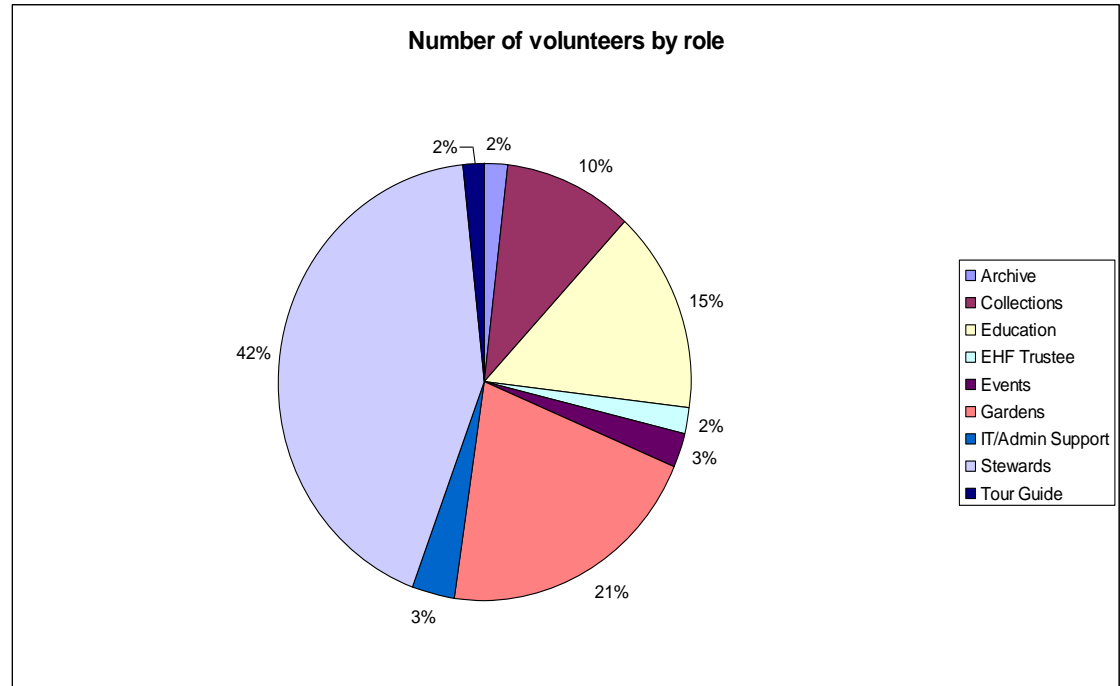
# English Heritage Volunteering



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- What do they do?

- 2% Archive
- 10% Collections
- 15% Education
- 42% Steward
- 3% Events
- 21% Gardens
- 2% Trustee
- 2% Tour Guide



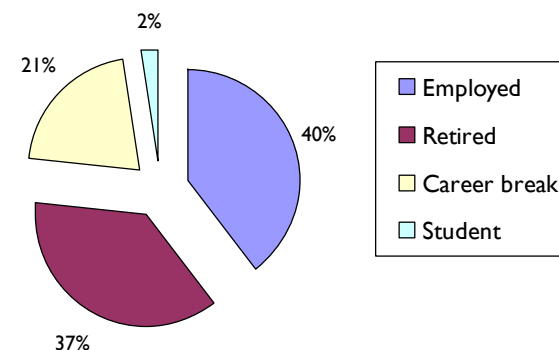
# Volunteers in the Heritage Education Setting



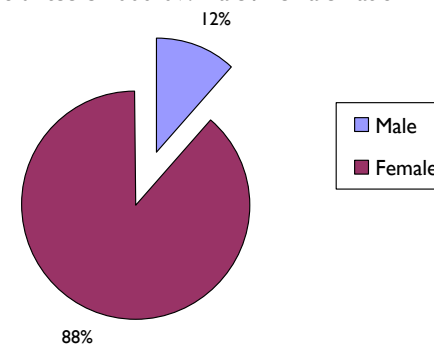
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Education Volunteers 2006-07: Employment Status

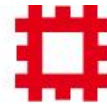


Education Volunteers 2006-07: Male / Female Ratio





# Volunteers in the Heritage Education Setting



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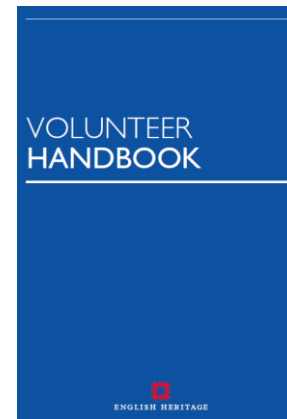
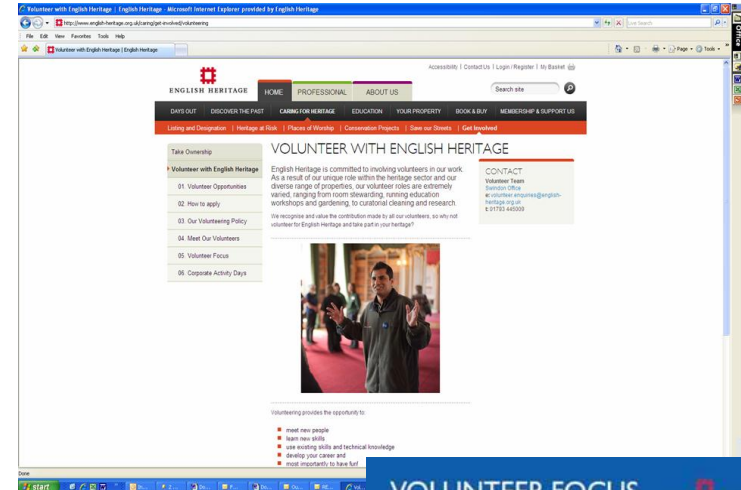
- My 10 top tips for successful volunteer management in this setting:
  - Role description
  - Management/Stakeholders
  - Inviting applications
  - Interviews
  - References



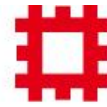
# Volunteers in the Heritage Education Setting



- My 10 top tips for successful volunteer management in this setting cont'd:
  - Confirmation of appointment
  - Induction and training
  - Providing the right tools
  - Ongoing support/development
  - Retention



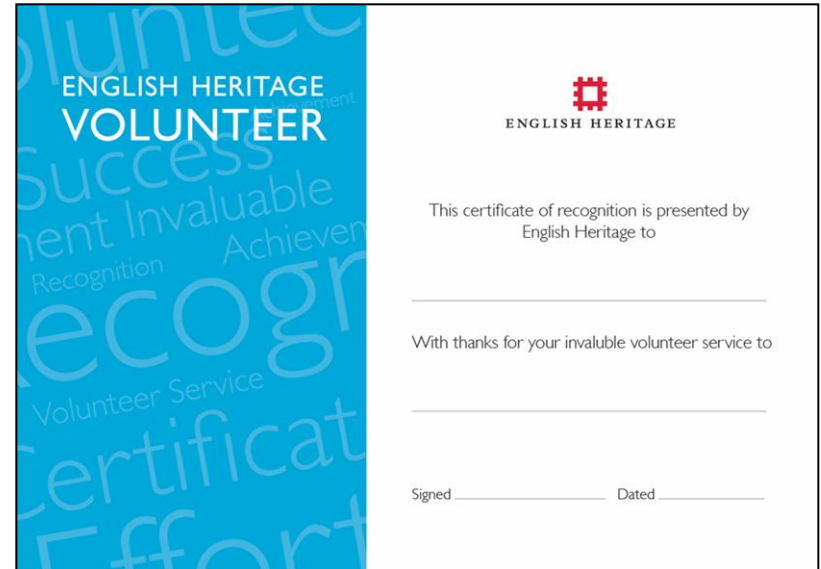
# Appreciation



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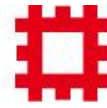
**Volunteer Pass:** after 4 months and 60 hours volunteers receive a pass which gives them free entry into all English Heritage properties



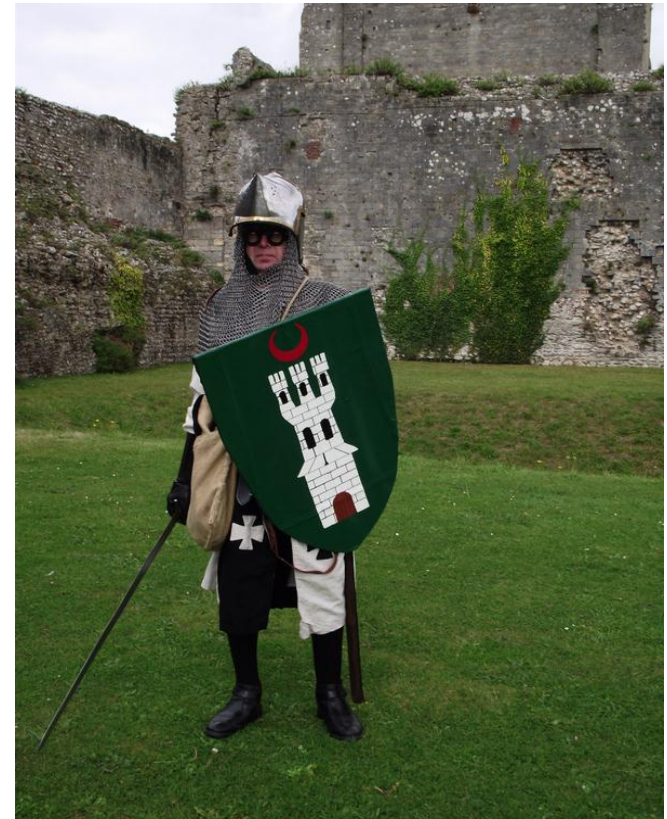
**Volunteer Certificate:** a certificate is issued to volunteers to acknowledge their contribution to the organisation

# Volunteers in the Heritage Education Setting

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- What did I miss?
  - Your chance for questions
  - <http://www.english-heritage.org.uk/education/education-volunteering/>