



Welcome to the Summer 2024 edition of the volunteer newsletter!

I'm writing in my capacity as the Interim CEO of HES, with Alex Patterson having left the organisation at the beginning of the year after more than seven years as the Chief Executive of HES. We have recently appointed our new CEO, Katerina Brown who joins HES from the National Trust for Scotland, where she currently serves as Chief Operating Officer. Timescales for when Katerina will take up her new role are currently being finalised.

I took up the role as Interim CEO from my position as Director of Operations which is the role re-

sponsible for the operational delivery of all the activity on our sites and much of the day-to-day activity we do in local communities. In this capacity I have had the chance to visit many of our sites and do particularly encourage you therefore, to take up the opportunity this summer to use your volunteer passes to explore some of our properties in care that you might not have had a chance to experience before.

It's been a busy period for volunteering with the roll out of TeamKinetic, the events held during Volunteers' Week and our re-

accreditation as an Investing in Volunteers organisation. You can read about all of these activities, and more, within this newsletter.

Thank you for all you do to support HES as a volunteer.

Craig Mearns
Chief Executive
Historic Environment Scotland



Introduction to Kirsty Haslam (Volunteer Development Officer– maternity cover)

Hello! For those of you who I haven't had a chance to meet yet, my name is Kirsty and I'm covering for Joanna as the Volunteer Development Officer (VDO) while she is on maternity leave. Among other activities, the VDO role supports volunteer co-ordinators and the development of the volunteering programme within HES. Before this role, I was the Monument Manager at Dumbarton Castle, where I continue to act as the volunteer coordinator, and have just finished a PhD on urban military activity in medieval and early modern Scotland. I'm always happy to hear any thoughts or suggestions about your volunteering experience— do contact me at volunteering@hes.scot or through the 'Contact Us' button in your TeamKinetic profile.

Volunteering Updates

Team Kinetic

The last couple of months have seen many of you joining us on our new TeamKinetic volunteering system and we hope you are finding that using TeamKinetic is supporting your volunteering activity with HES. If you haven't yet had a chance, do speak to your volunteer coordinator if you would like any advice or support on logging in for the first time.

We have introduced TeamKinetic to support and streamline volunteering activity for both volunteers and volunteer co-ordinators. For volunteer co-ordinators, TeamKinetic helps us to more effectively use our time and allows us to concentrate on engaging and supporting you and your individual volunteering experience with HES. For volunteers, the TeamKinetic system allows you to:

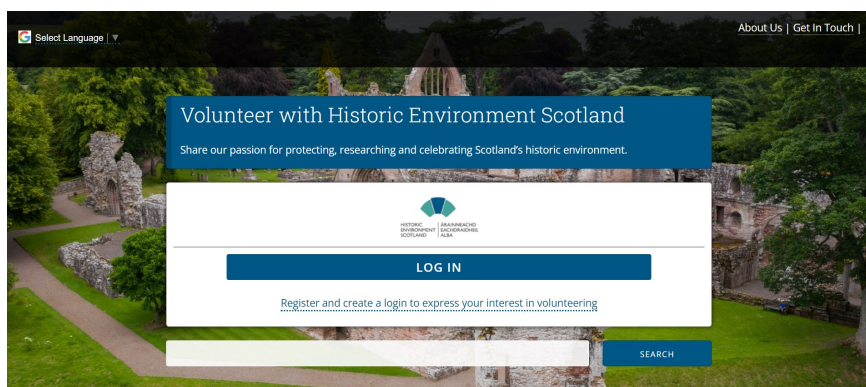
- Easily control the contact and personal information you choose to share with us
- Log your hours, allowing you to see a running total of the number of volunteering hours you have contributed to the organisation. This is also really helpful for your Volunteer coordinators who are required to report on the total number of volunteering hours contributed each year.
- Always have access to volunteering resources such as the Volunteer Handbook or the expenses claim form
- Chat to other volunteers who volunteer in the same role as you, sharing tips and experiences
- Sign-up for volunteering slots (please note this is only applicable for some of our volunteering roles such as for Event Volunteers)
- See other available volunteering opportunities available within HES so it would be easy if you were, for example, a visitor connector but wanted to have a go at volunteering at one of our events like the Spectacular Jousting at Linlithgow or the Celebration of the Centuries at Fort George

TeamKinetic will also be used to engage prospective volunteers, ensuring that their recruitment process is as smooth, transparent and informative as possible.

This is a new way of working for us and we appreciate all of your feedback as we continue on this journey. If you do have any thoughts, do share them with your volunteer coordinator, or with the Volunteer Development Officer at volunteering@hes.scot or by clicking 'Contact Us' on your TeamKinetic profile.

TeamKinetic Achievement Badges

One of the functions within TeamKinetic are achievement badges which celebrate when you reach a certain number of volunteering hours. We'd love to hear your thoughts about whether you like this feature and want to keep it and, if so whether you would like to rename the badges with more HES specific titles. Do share your thoughts at volunteering@hes.scot and depending on your feedback, we could even run a vote or competition in the next Volunteer Newsletter to name the top badges!



Volunteering Updates

Investing in Volunteers

As many of you will know, over the last year we have been in the process of applying for re-accreditation for our Investing in Volunteers (IIV) award and we heard last month that we have been successfully reaccredited. [Investing in Vol-](#)

[unteers](#) is the UK quality standard for good practice in volunteer management, and considers an organisation's volunteering programme across a range of quality areas. We want to thank all volunteers who were involved in this process. Our assessor selected a number of anonymised volunteers to speak to

about their experience of volunteering with HES, and I know how much she enjoyed her conversations with each of those that she spoke to. We really appreciate the honesty and

time of each of those who contributed in this way.

Our assessor celebrated the individual approach taken by HES to the recruitment and support of volunteers, and also noted the importance of the positive relationships and communications which many of you have with your volunteer coordinators. The final report also highlighted some areas for us to consider in order to enhance your volunteering experience in the future. These included a focus on ensuring that an overview of the organisation as a whole is included within induction training and looking for additional ways to capture and consider your thoughts and ideas about volunteering with HES. We will be reflecting and responding to these suggestions in the coming months. Additionally, while re-accreditation occurs every three years, we seek to consistently improve the volunteering experience for you all and if you have feedback please speak to your volunteer coordinator or the VDO at volunteering@hes.scot.



Volunteers Week (3rd-9th June 2024)



As many of you will know the first weekend in June was Volunteers' Week, a chance for us to thank you for all that you do throughout the year to support HES. It was lovely that a number of you were able to join events hosted by our collaborating organisations, whether delving into the collections at the National Mining Museum, going behind the scenes at the National Galleries of Scotland, or hearing more about the activities of the Glasgow Women's Library. HES were delighted to host a number of volunteers at Stirling Castle for a tour that took in activities off the visitor's route, ranging from getting a trumpeter's perspective on the Great Hall, investigating a hidden staircase behind the King's Bedroom or even inspecting graffiti likely carved by the young King James VI himself. We are also looking forward to hosting a number of you to see The National in concert at Edinburgh Castle in mid-July as part of the summer Castle Concerts series.

Volunteer Spotlight

What's your name? **Rob Williams**

How long have you been volunteering? I've been volunteering at Dumbarton Castle on and off since 2017 but with Covid and the closure of the Castle for High Level Masonry work it's been a little stop and start.

When I worked as a teacher, I used to take school trips to historic sites and museums across the west of Scotland. Sometimes, if museums couldn't facilitate a whole session for our group they would let me use their resources and create my own session. It was something I really enjoyed and wanted to do more of.



What's your role? **Visitor Connector at Dumbarton Castle**

What does that involve? I primarily lead tours of the site, but I see my role as more than that ... I've lived in Dumbarton for the last six or seven years and, particularly having lived here through Covid, I've developed a real passion for the Castle, so I see my role as sharing that passion. I particularly enjoy doing this for locals who have lived near, or travelled by, Dumbarton Rock, but who have never visited the Castle itself.

Have you learnt any new skills? I feel I've primarily revisited my old skills but I have also developed my local knowledge, often in response to a visitor's questions. If I don't know the answer to a question, I love the opportunity to go and try and do some research and find it out ... This can lead me down rabbit holes, but they are often how you find out the most interesting information.

What is your most memorable moment? Last year, we had a visit from a group of asylum seekers who were living just outside Glasgow but had come to us from countries all over the world. I showed them round some of the site and we ended up in the powder magazine at the top of one of the peaks of Dumbarton rock (we were taking shelter because it was starting to rain!). One of the group reached into their pocket and offered me the apple he had there as a thank you—it was a really touching moment. I also really enjoy engaging with groups of young people (we have had some youth art groups for example who have recently visited the castle) - they can start out quite shy but soon come out of their shells and ask all sorts of questions.

What do you enjoy most about volunteering? I really enjoy the performance of giving a tour. Dumbarton Castle has so many stories to share but doesn't always have the built evidence for all those different layers of history—because of this I think engaging with our visitors is even more important. We help to bring the Castle's stories to life!

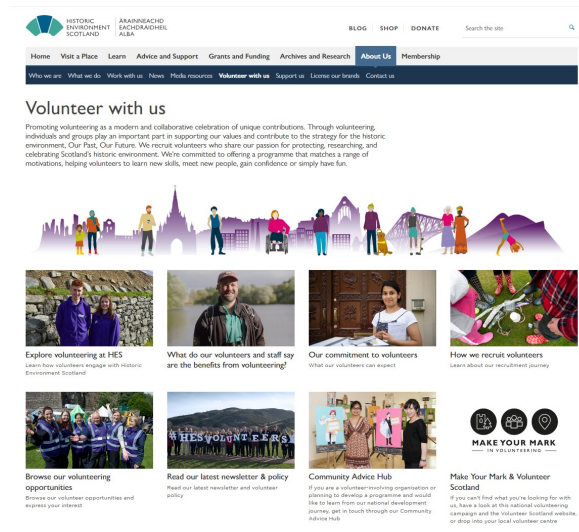
Digital Updates

HES Volunteering App in development

As TeamKinetic is a cloud based system your volunteering profile can be accessed through any device that can connect to the internet. However, we know at the moment that the volunteering portal can be a little hard to navigate on a phone. We are therefore, currently engaging with TeamKinetic to develop an HES volunteering app which will allow you, if you would like to, to engage with all your volunteering activity while you are on the go! Watch this space for further updates...

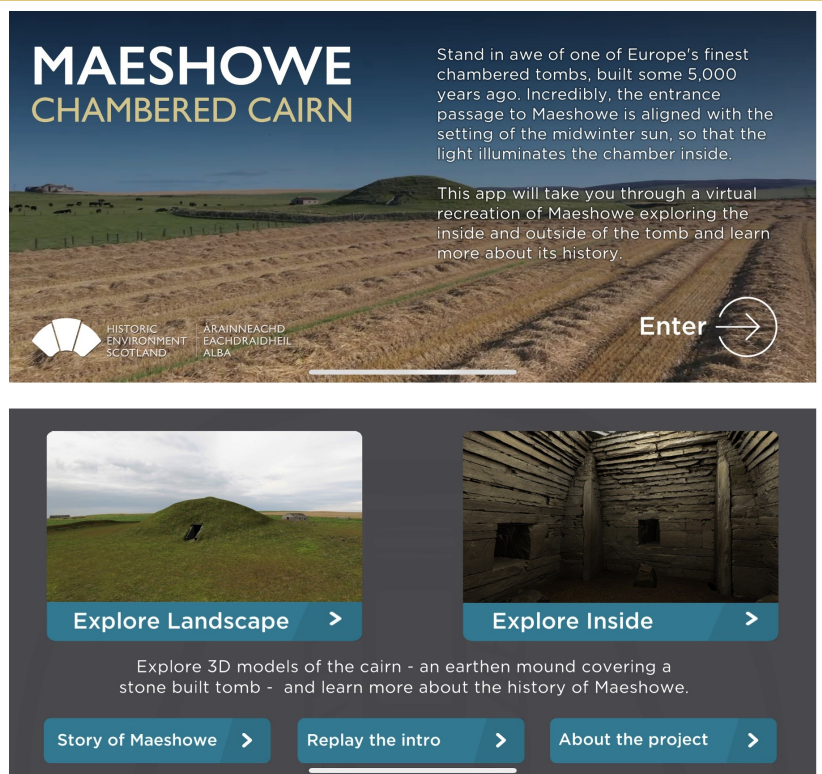
New Volunteering Webpages

As part of the Investing in Volunteers (IiV) process we redesigned our volunteering webpages to provide a clear and structured overview of volunteering with HES. The webpages outline our commitment to volunteering, the range of volunteering opportunities available within HES as well as an overview of the various stages of the volunteer recruitment process. If you are approached by a member of the public who is interested in finding out more about volunteering do direct them to our webpages at www.historicenvironment.scot/about-us/volunteer-with-us/ to find out more.



Explore Maeshowe: Download our free app

Did you celebrate the winter solstice in December? If you've ever visited Maeshowe chambered tomb in Orkney, you may be aware of its special connection to the shortest day of the year. Now, you can visit and virtually explore Maeshowe chambered tomb from home with our free app. Produced using accurate, photorealistic 3D models our Digital Documentation and Innovation Team created by laser scanning and photogrammetry, the app lets you navigate around the cairn's exterior to understand the importance of it's setting in the rich Neolithic Orcadian landscape. You can investigate the interior too and see some of the impressive Viking graffiti carved on the walls. There's also a video which shows the incredible phenomenon of the setting mid-winter sun shining down the entrance passage and illuminating the back wall of the tomb, while a narrator explains what you are seeing and why this makes Maeshowe so important. We hope you enjoy getting to know Maeshowe better on the year's shortest day or any other! Download the app at this link: Explore Maeshowe.





Want to feature in the next issue?

We'd love to hear from you! To share your volunteering story either have a chat with your volunteer coordinator or get in touch via:

volunteering@hes.scot

Do you follow us on social media? Here's where to find us:



Facebook: [@HistoricEnvScotland](https://www.facebook.com/HistoricEnvScotland)



X (formerly) Twitter: [@HistEnvScot](https://twitter.com/HistEnvScot)



Instagram: [@HistEnvScot](https://www.instagram.com/HistEnvScot)

Blog: <https://blog.historicenvironment.scot>



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