

Shop Volunteer: Second-hand Bookshop

We are looking for a team of Shop Volunteers to welcome visitors to the new second-hand bookshop at the national Horseracing Museum and to provide information and assistance as needed. Volunteers will help to ensure that visitors have a positive and enjoyable experience.

What's involved?

- Welcoming visitors and providing assistance as needed
- Chatting to visitors and making them feel at ease
- Getting to know the books in stock in order to respond to requests for information
- Keeping shelves tidy and in order
- Helping with shop displays
- Taking in donations of books – sorting, cleaning and pricing as directed
- Getting to know the heritage centre in order to answer queries and to help promote the site
- Saying goodbye and thank you to visitors as they leave.

What's in it for you?

- Being part of an exciting heritage site
- Volunteering as part of the retail team
- Developing new skills and knowledge and/or building on existing experience
- Meeting and engaging with a variety of people.

This role will suit people who enjoy interacting with a diverse range of people and have good communication skills; are enthusiastic about the bookshop and the heritage centre and are willing to learn about the books in stock; are diplomatic and sensitive to the needs of others; enjoy working as part of a team and are happy to defer to shop staff as needed.

No previous knowledge or experience is required. Training will be provided so that volunteers are familiar with the site, the displays and any relevant procedures. Money will be taken at the main shop till by the shop staff.

Other Information

Potential time commitment: This opportunity is available on a weekly basis on weekdays and at weekends. Time slots are 10am–1pm and 1pm–4pm (winter) then 10.30am–1.30pm and 1.30pm–4.30pm (from April). This is an informal arrangement that can be ended at any time by either the volunteer or the Heritage Centre.

Location: National Horseracing Museum, Palace House, Newmarket CB8 8EP

Responsible to: The Shop Manager and supported by the Community Engagement Manager.

Training and support: You will be introduced to the organisation and your volunteer role and receive any information and training needed to undertake your volunteer tasks.

Health and safety: The organisation will, as far as is practical, care for the health, safety and welfare of its volunteers. You are responsible for conducting yourself in a safe manner and for reporting any incidents.

Insurance: You will be covered by the organisation's Employer and Public Liability insurance policies while engaged in approved volunteer tasks for the Heritage Centre. Personal possessions are not covered but lockers will be provided.

Expenses: We are unable to pay travel expenses for volunteers to travel to and from the heritage centre. However we will pay public transport costs, or mileage at 45p a mile, for journeys undertaken on behalf of the Heritage Centre for approved volunteering activities.

The National Horseracing Museum opened in 2016 as a major new visitor attraction and community cultural hub in the heart of the town. It offers a world-class museum and art gallery alongside a working stable yard with a four-acre paddock and an arena.

At the museum we aim to be:

- an engaging, immersive, experience for all
- a beautiful building in the heart of Newmarket, celebrating the fascinating world of Horseracing & British Sporting Art – a living museum
- the destination to meet, eat and enjoy a day in Newmarket
- more than just horses and racing, an inspirational and flexible community space for families to relax and be social
- a vibrant hub and new accessible venue in the Newmarket community
- a must-visit destination.

As part of this exciting development we offer a range of volunteering opportunities to help us achieve these aims.

For further information about the museum and to see our other volunteering opportunities go to: www.horseracingmuseum.org > Join our team

Are you interested?

If this volunteer role is of interest please complete and return a **Volunteer Expression of Interest** form which you can download from www.horseracingmuseum.org > Join our team or request from the Community Engagement Manager hazel@nhrm.co.uk tel: 01638 667314

We will invite you to an informal meeting to discuss your interests and our volunteering roles. If we can't match you to a suitable volunteering role at the moment then we will be happy to advise you about where to look for information on other volunteering opportunities.