



NATIONAL HORSE RACING MUSEUM



Get involved

## Guide to Volunteering



Volunteers are at the heart of the work of the National Horse Racing Museum and their contribution is especially valued and respected.

## About the National Horse Racing Museum

NHRM 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, art gallery and study centre alongside a working stable yard with a four-acre paddock for events.

At NHRM we aim to:

- share our knowledge of sport, art and heritage, connecting people with Newmarket's royal story and inspiring a real sense of place
- provide a hub for people to get involved, share ideas and forge relationships that not only enhance the local economy but help to influence our centre and truly shape the future of horseracing
- trigger curiosity and inspire interest, encouraging a deeper appreciation of the significance of British sporting culture
- bring sporting stories to life in surprising, interactive, and dramatic ways that truly capture people's imagination within and beyond our walls.



## Volunteering Programme

We offer a range of volunteering opportunities to help us to achieve the aims of NHRM and strengthen our links with the local community.



We acknowledge that volunteering is a 2-way process and should be of **mutual benefit** to the organisation and to volunteers.

Volunteers can benefit from the opportunity to:

- use existing skills and experience while gaining new ones
- enhance CVs and portfolios for future employment or study
- meet people and feel part of the community
- learn about and enjoy their local heritage
- make a difference by strengthening local pride and a sense of community.

NHRM can benefit from:

- extra capacity to achieve its aims
- bringing a diversity of skills, knowledge and experience into the organisation
- building links with the community and reflecting local needs
- raising awareness of the organisation and its work
- engaging more people with their local heritage.

NHRM aims to offer a diverse range of volunteering opportunities and to match people to tasks that take into account their skills, interests and personal goals. We recognise different types of volunteering including:

- **Occasional Volunteers** who volunteer every so often, for example to help out with learning activities or at events
- **Project Volunteers** who support time-limited projects, for example helping to catalogue a particular collection of objects
- **Regular Volunteers** who take on a particular task on an ongoing basis, for example welcoming visitors, gardening or social media
- **Trustees and committee members** who hold positions of responsibility.

Volunteer roles complement rather than replace the work of paid staff.

## Guiding Principles

Through our volunteering programme we aim to:



- offer appropriate and rewarding roles for volunteers in line with the aims of NHRM
- use fair and consistent recruitment procedures for all potential volunteers
- actively seek to involve volunteers who reflect the diversity of the local community
- recognise that volunteers donate their time and ensure that their contribution is mutually agreed
- provide volunteers with induction training, ongoing supervision and support appropriate to their role and needs
- as far as is practical, care for the health, safety and welfare of volunteers
- communicate effectively, keep volunteers up-to-date with developments and invite feedback
- treat volunteers with respect and understanding
- appreciate that volunteers make a gift of their time, energy and enthusiasm and show that this is valued by the organisation.

We ask that volunteers:

- volunteer reliably to the best of their ability, and give as much warning as possible if they cannot volunteer when expected
- are willing to learn, and to share, skills and information relevant to their role
- follow the policies and procedures of NHRM as set out in the volunteer handbook
- support the aims and objectives of the organisation and act as ambassadors in conveying these aims to the public
- have a positive approach to ensuring that all visitors enjoy their time with us
- treat visitors, other volunteers and staff with respect and understanding.

## How can I become a volunteer?

### Volunteer roles

- Volunteer roles are advertised on our website
- Each role has a **role description** setting out the tasks involved, any particular skills or knowledge needed and the potential time commitment for volunteers
- Volunteer roles are aimed at people aged 18+ .

### Recruitment and selection

- You can register your interest in volunteering by sending in an **expression of interest form** which is available on the website or by contacting the Community Engagement Manager (see contact details on page 8). We will then invite you for an informal discussion to look at possible roles
- If we can match you to a role we will ask for references
- If a role involves working closely with children, or young people under 18, then you will be required to undergo a **DBS (Disclosure Barring Service)** check which will be organised and paid for by us
- We may ask for basic police checks for some other roles if needed
- Volunteering opportunities will be offered on a short-term, introductory basis initially so that you, and we, can see if a particular role suits you
- If we are unable to match you to a suitable role then we will be happy to advise you about where to look for information on other volunteering opportunities.



### Volunteer Charter

- All volunteers are given a copy of our **Volunteer Charter** which sets out what you can expect from the organisation and what it asks of you in return
- Volunteering is an informal arrangement that can be ended at any time by either the volunteer or the Heritage Centre.

## Supporting our volunteers

### Induction and training

- You will receive initial training, to introduce you to the organisation and your volunteer role and tasks, followed by any further training relevant to your role
- You will also receive a **volunteer welcome pack** with practical information about the organisation
- A **volunteer handbook** is available in our Volunteer Room with further information about the organisation and guidelines (based on our policies and procedures)
- All volunteers are expected to follow the **guidelines**, including health and safety, confidentiality and equal opportunities, as set out in the volunteer handbook.



### Supervision and support

- You will receive ongoing supervision and support appropriate to your role and needs
- Volunteers are supervised overall by the Community Engagement Manager and on a day to day basis by the appropriate member of staff
- The Community Engagement Manager is available to discuss how you are getting on, to raise any concerns and to receive any suggestions.

### Resolving concerns and dealing with complaints

- We aim to resolve any problems at the earliest possible opportunity
- In the first instance you should discuss these with the Community Engagement Manager
- Our full problem solving procedure is set out in the volunteer handbook
- A volunteer may be asked to stop volunteering if they behave in a way that is detrimental to the organisation, other volunteers or visitors.

### Responsibilities

- After training you will take on responsibility for specific tasks as relevant to your role
- You are not expected to take on tasks beyond your comfort level.

## Looking after our volunteers



### Health and safety

- We will, as far as is practical, care for the health, safety and welfare of our volunteers
- You are responsible for conducting yourself in a safe manner and for reporting any incidents using the correct procedures
- We will provide health and safety guidelines and training as appropriate.

### Insurance

- The approved activities of volunteers are covered by our Employer and Public Liability insurance policies
- Please be aware that your personal possessions are not covered
- If you need to use your car to carry out your volunteering activities then you need to check that your car insurance covers you for this.

### Data protection

- Personal information relating to volunteers is stored securely in accordance with Data Protection legislation and will only be used by the organisation in relation to our volunteering programme.

### Expenses

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

### Valuing our volunteers

We recognise that volunteers make a gift of their time, energy and enthusiasm and this is greatly valued by us. To show our appreciation we will:

- Keep in touch with regular updates
- Organise occasional social events
- Offer various discounts at the discretion of the organisation.

## Developing our volunteering programme

### Evaluation

- We review the volunteering programme with staff and volunteers on a regular basis and revise as necessary
- We ask for your help in keeping a record of the number of hours you volunteer
- We will also be looking for willing volunteers to feature in photos and case studies for reports and publicity
- If you leave your volunteering role we will invite you to comment on your experience of volunteering with us and help us to develop and improve our volunteering programme for the future.



### Contact details

For further information or enquiries about our volunteering programme please contact:

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*Registered Charity No. 283656*

These guidelines will be reviewed annually and updated as necessary Updated  
11.12.18