

Volunteer Host - Meet & Greet (Atrium)

We are looking to expand our team of Volunteer Hosts who welcome visitors to the National Horse Racing Museum and provide information and assistance as needed. Volunteer Hosts are based around the museum, with this role specifically focused at the entrance to the museum, to help ensure that visitors have a positive and enjoyable experience.

What's involved?

- Saying hello to all visitors as they enter the Atrium and welcoming them to the museum.
- Signposting visitors to the different parts of the site, including the ticket desk in the shop.
- Chatting to visitors each time they come through the Atrium and making them feel at ease.
- Encouraging visitors to wear facemasks (unless exempt), to sanitise their hands and to adhere to the Government's Covid-19 guidelines.
- Checking that visitors have bought their tickets from the shop in order to look around the galleries, King's Yard and the Rothschild Yard.
- Helping to meet and greet coach parties
- Handing out information to visitors and responding to requests for information
- Getting to know the rest of the site so that you can promote it to visitors
- Directing people to ensure a good flow of visitors around the site.
- Checking displays and interactives, and reporting any problems to the appropriate staff member.
- Keeping an eye on visitors to the special exhibitions in the Moller Gallery as needed.
- Picking up any litter spotted around the site.
- Helping with visitor surveys and/or welcoming visitors on other parts of the site if needed
- Saying goodbye and thank you to all visitors as they leave.

What's in it for you?

- Being part of an exciting heritage development
- Volunteering as part of the visitor 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 museum and willing to learn about the displays and activities; are diplomatic and sensitive to the needs of others; enjoy working as part of a team.

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.

Other Information

Potential time commitment: This opportunity is available on a weekly basis from 10am – 1.30pm or from 1.30pm – 5pm (with a 30-minute break) from Tuesdays to Sundays. This is an informal arrangement that can be ended at any time by either the volunteer or the museum.

Location: National Horse Racing Museum, Palace House, Newmarket, CB8 8EP

Responsible to: The Visitor Services 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 Museum. 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 Museum. However, we will pay public transport costs or mileage at 45p a mile, for journeys undertaken on behalf of the Museum for approved volunteering activities.

To see our *Volunteering Guidelines and other volunteering opportunities* go to:
<https://www.horseracingmuseum.org> > Join Our Team

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 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 <https://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.