



Volunteer Host - Meet & Greet

We are looking for a team of Volunteer Hosts to welcome visitors to Palace House, Newmarket and to provide information and assistance as needed. Volunteer Hosts will be based around the heritage centre, including at entrances to the site and inside the galleries, to help ensure that visitors have a positive and enjoyable experience.

What's involved?

- Saying hello to all visitors as they enter Kings Yard and welcoming them to the Heritage Centre
- Signposting visitors to the different parts of the site including the ticket desk
- Chatting to visitors each time they come through the yard and making them feel at ease
- Checking that visitors have wristbands for the Kings Yard galleries and 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 that all interactives are working in the two yard galleries and reporting any problems
- Keeping an eye on the activities in the picnic room and tidying and replenishing as needed
- Watering the planters in the Rothschild Yard, forge and coach park areas
- Picking up any litter spotted
- 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 new 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 heritage centre 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). We are open 7 days a week. This is an informal arrangement that can be ended at any time by either the volunteer or the Heritage Centre.

Location: Palace House, Newmarket

Responsible to: The Visitor Services Team Leader and supported by the Volunteer 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.

To see our *Volunteering Guidelines and other volunteering opportunities* go to:
www.palacehousenewmarket.co.uk > Get Involved.

Palace House, Newmarket: National Heritage Centre for Horseracing and Sporting Art 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 and an arena.

At the Heritage Centre 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.

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.palacehousenewmarket.co.uk

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.palacehousenewmarket.co.uk > Get Involved 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.