



Volunteer Host: Shop

We are looking for a team of Volunteer Hosts to welcome visitors to the gift shop at Palace House, Newmarket 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 if needed
- Chatting to visitors and making them feel at ease
- Getting to know the shop stock in order to respond to requests for information
- Getting to know the basic information for visitors in order to answer queries and to help promote the heritage centre
- Saying goodbye and thank you to visitors as they leave and collecting in feedback forms if appropriate.

What's in it for you?

- Being part of an exciting new heritage development
- 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 heritage centre and willing to learn about the shop stock, 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.

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 ext 220

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.

Other Information

Potential time commitment: This opportunity is available on a weekly basis on weekdays and at weekends. Time slots are 10.30am – 1.30pm and 1.30pm – 4.30pm. 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 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 40p 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.

About Palace House Newmarket

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 for events.

At the new 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 new development we offer a range of volunteering opportunities to help us achieve these aims.

For further information go to: www.palacehousenewmarket.co.uk