

Volunteer Project – Second-Hand Bookshop

Role	Bookshop Volunteer
Purpose	To offer volunteers a unique opportunity to play a key role while gaining experience working with a national museum collection of historic importance. An exciting opportunity has arisen to support the running of a new second-hand pop-up bookshop in the Museum.
Responsible to	Retail & Admissions Supervisor
Times/dates	Friday-Sunday between 11:00 and 15:00 - open to flexibility based on availability - would not be required to volunteer for all 3 days*
Location	National Army Museum, Royal Hospital Road, Chelsea, London SW3 4HT
Tasks	• Supporting the Retail Team with selecting the most appropriate books and assisting in the pricing process; • Assisting in setting up the book shop and displaying the books in a logical but captivating way; • Provide a warm, welcoming and informative experience for visitors, making recommendations and assisting with decisions; • Processing payments; • Assisting with feedback on book and pricing recommendations, as well as reporting back any relevant visitor feedback.
Skills	• Excellent verbal communications skills • Friendly and approachable • Enjoys teamwork and collaboration • An interest in delivering a high standard of customer service • An interest in military history

Support and Training	• Full in-house training will be provided that is specific to the role which will include site induction; Health and Safety; Equality & Diversity; including processing payments. • Expenses: reasonable out of pocket lunch and travel expenses to and from place of work. • Volunteers' handbook with helpful information. • Daily support from the Retail team. • Regular feedback meetings with a member of the Retail team.
Other key information	• All days are not mandatory* – this role can be split between multiple volunteers. • Role will start at the beginning of January.
Benefits	• Becoming part of a friendly and dedicated team. • Gain practical knowledge of retail within UK Museums and institutions. • Contribute to the long-term preservation of the nation's heritage, essential to any museum.
Interested?	The opportunity is open to everyone aged 18 and over.
Closing Date	12pm (Noon), 21st November 2025 Interviews w/c 24th November 2025
For an Application Form	https://www.nam.ac.uk/volunteer