

### Volunteer Project – Second Hand Bookshop

<b>Role</b>	Book Shop Volunteer
<b>Purpose</b>	<p>To offer volunteers a unique opportunity to play a key role while gaining experience working with a national museum collection of historic importance.</p> <p>An exciting opportunity has arisen to support the running of a new second-hand pop-up bookshop in the Museum.</p>
<b>Responsible to</b>	Retail & Admissions Supervisor
<b>Times/dates</b>	<p>Friday-Sunday between 11:00 and 15:00</p> <ul style="list-style-type: none"> <li>- open to flexibility based on availability</li> <li>- would not be required to volunteer for all 3 days*</li> </ul>
<b>Location</b>	National Army Museum, Royal Hospital Road, Chelsea, London SW3 4HT
<b>Tasks</b>	<ul style="list-style-type: none"> <li>• Supporting the Retail Team with selecting the most appropriate books and assisting in the pricing process;</li> <li>• Assisting in setting up the book shop and displaying the books in a logical but captivating way;</li> <li>• Provide a warm, welcoming and informative experience for visitors, making recommendations and assisting with decisions;</li> <li>• Processing payments;</li> <li>• Assisting with feedback on book and pricing recommendations, as well as reporting back any relevant visitor feedback.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent verbal communications skills</li> <li>• Friendly and approachable</li> <li>• Enjoys teamwork and collaboration</li> <li>• Has an interest in delivering a high standard of customer service</li> <li>• Has an interest in military history</li> </ul>

<b>Support and Training</b>	<ul style="list-style-type: none"> <li>• Full in-house training will be provided that is specific to the role, including processing payments; which will include site induction; Health and Safety; Equality &amp; Diversity; including processing payments.</li> <li>• Expenses: reasonable out of pocket lunch and travel expenses to and from place of work.</li> <li>• Volunteers' handbook with helpful information.</li> <li>• Daily support from the Retail team.</li> <li>• Regular feedback meetings with a member of the Retail team.</li> </ul>
<b>Other key information</b>	<ul style="list-style-type: none"> <li>• All days are not mandatory* – this role can be split between multiple volunteers.</li> <li>• Role will start at the beginning of January.</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Becoming part of a friendly and dedicated team.</li> <li>• Gain practical knowledge of retail within UK Museums and institutions.</li> <li>• Contribute to the long-term preservation of the nation's heritage, essential to any museum.</li> </ul>
<b>Interested?</b>	The opportunity is open to everyone aged 18 and over.
<b>Closing Date</b>	<p><b>12pm (Noon), Friday 3<sup>rd</sup> April 2026</b></p> <p><b><a href="#">Interviews w/c 13<sup>th</sup> April 2026</a></b></p>
<b>For an Application Form</b>	<a href="https://www.nam.ac.uk/volunteer">https://www.nam.ac.uk/volunteer</a>