

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	Deputy Front of House Manager
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 Front of House 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 processing payments; site induction; Health and Safety; Equality & Diversity. • Expenses: reasonable out of pocket travel expenses to and from place of work and £7 lunch allowance in accordance with the handbook • Volunteers' handbook with helpful information. • Daily support from the Front of House team. • Regular feedback meetings with a member of the Front of House team.
Other key information	• All days are not mandatory – this role can be split between multiple volunteers. • DBS check is a requirement of all staff and volunteers
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	Not applicable, applications will be reviewed on an ongoing basis.
For an Application Form	https://www.nam.ac.uk/volunteer