



ENGLISH HERITAGE

Chester Castle Second Hand Bookshop Volunteer Role Description

Why does English Heritage need my support?

We are looking for a team of volunteers to help us manage and maintain our second hand bookshop at Chester Castle.

Second hand Bookshop volunteers help the charity to raise valuable income by ensuring a great range of second hand books is on offer in our retail outlets. In turn this income is reinvested in supporting the work of English Heritage.

Where will I be based?

Chester Castle, Grosvenor Street, Chester, Cheshire, CH1 2DN

What will I be doing?

Second hand Bookshop volunteers support English Heritage ensuring a well-stocked and looked after second hand bookshop by:

- Support the set up and development of the second hand book shop, this could be sorting and pricing donated books into relevant categories to be stocked in the secondhand bookshop as well as displaying books on shelves ready for opening.
- Supporting the development of the secondhand bookshop by working with the rest of the team to develop systems and processes for maintaining and managing the bookshop
- Supporting donations of secondhand books during community donation days.
- Providing excellent service to our visitors, which ensures they have a warm welcome and enjoyable visit.
- Giving feedback to English Heritage Staff with any customer feedback
- Maintaining excellent standards of site and personal presentation at all times
- Looking at ways of bringing in other income from donated books.

How much time will I be expected to give?

One day per week, during opening hours, which can be arranged with the book shop team and the volunteer manager.

What skills, qualities and experience do I need?

We are looking for volunteers who enjoy meeting people, have a love of good books and an interest in supporting the work of English Heritage through fundraising. A good level of organisation is essential and a willingness to work as part of a small team is crucial to undertaking this role.

What support and training will I receive?

Full training will be provided by English Heritage and will include:

- Familiarisation with site and staff
- Induction and health and safety training
- Role-specific training

What will English Heritage expect from me?

- To be the friendly face of English Heritage and deliver excellent customer service
- To be reliable in attendance and dependable
- Help us maintain the highest standards of presentation at our sites and properties
- To wear English Heritage volunteer uniform where provided



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- Help us protect our properties and collections by understanding and following our security and safety procedures
- Maintain good working relationships with staff, other volunteers and members of the public
- Attend appropriate training and learn about the work of English Heritage
- Observe organisational policy and procedures
- Safeguard confidential information about English Heritage and let us know about anything relating to your role or the work of English Heritage that you think might be controversial
- Any documentary or other material (including any copyright applying thereto) you are provided with or created by you in respect of your volunteering will be the property and copyright of English Heritage (unless otherwise agreed in writing)

What can I expect from English Heritage?

- A welcoming and enjoyable experience
- To be treated fairly and with respect
- Recognition and appreciation for your contribution
- A full induction and training programme with on-going support
- A volunteer pass allowing free entry to English Heritage properties is available on completion of 60 hours and four months of volunteering
- Reimbursement of reasonable local travel costs between home and volunteering location within agreed limits
- A certificate to demonstrate work carried out for English Heritage is available on request to show future employers or further education providers
- You will be covered by English Heritage's own indemnity arrangements in respect of all liabilities that may result from your appointment as a volunteer