**Why does English Heritage need my support?**

The Second Hand Bookshop at Wrest Park is part of a Community Fundraising Project to help raise valuable income that can be reinvested in supporting the work of English Heritage at Wrest Park.

**Where will I be based?**

You will be based in the Second Hand Bookshop which is situated in the Visitor Car Park at Wrest Park, Silsoe, Bedfordshire, MK45 4HR.

**What will I be doing?**

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

* Giving a warm welcome to all visitors to the bookshop
* Monitoring the flow of visitors in the bookshop and monitoring any queue that may form
* Explaining how donations can be made either via the cash donation box or the contactless donation point
* Making sure that both the adult and children’s areas are clean, tidy and well stocked
* Receiving donations of books, sorting and pricing the donated books
* Assisting with the creation of book reviews and themed merchandising of stock
* Supporting the development of the second hand bookshop by working with the rest of the team to develop systems and processes for maintaining and managing the bookshop
* Supporting donation of second hand bookshop by developing calls for donations
* Giving feedback to English Heritage Staff with any customer feedback

**How much time will I be expected to give?**

The bookshop is open from 10.00am to 4.00pm every day during the summer months and at weekends from 10.00am to 3.00pm during the winter. Both morning and afternoon shifts are available.

**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
* 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
* 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