



ENGLISH HERITAGE

Framlingham Castle Second-Hand Bookshop Volunteer Role Description

Why does English Heritage need my support?

Framlingham Castle was once at the centre of a vast network of power and influence from the time of Magna Carta to Mary Tudor being proclaimed Queen whilst at Framlingham.

We are looking for volunteers to help us manage and maintain our second-hand bookshop. Second-hand bookshop volunteers help the charity to raise valuable income by ensuring a great range of second-hand books are on offer in our retail outlets. In turn, this income is reinvested in supporting the work of Framlingham Castle.

How much time will I be expected to give?

Sessions are available during peak season, 10am – 4.30pm, Monday – Sunday and weekends only from November – March. Ideally, we are looking for people who could commit to one session per fortnight, during peak season.

Where will I be based?

Framlingham Castle, Church St, Framlingham, Suffolk, IP13 9BP.

What will I be doing?

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

- Providing excellent service to our visitors, which ensures they have a warm welcome and an enjoyable visit
- Sorting and pricing donated books into relevant categories to be stocked in the second-hand bookshop
- 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 visitors by responding to enquiries and feedback
- Supporting donations of second-hand books by developing calls for donations
- 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.

What skills, qualities and experience do I need?

We are looking for volunteers who enjoy meeting people, have a love of good books and have 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?

The Site Manager and Volunteer Champion will meet with you to provide information about the role and will continue to offer support throughout your time with us. Also provided will be:

- A comprehensive site induction

- Role-specific training and guidance
- Familiarisation with site and staff
- Health & Safety Training
- Radio Training
- National Welcome to English Heritage Induction
- Regular feedback opportunities.

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
- A volunteer pass allowing free entry to English Heritage properties is available on completion of 60 hours or four months of regular 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.