

**Volunteer
Secondhand
Bookshop Assistant**



harewood.org



ABOUT HAREWOOD

Harewood House Trust is an educational charity which attracts around 250,000 visitors every year. It is one of England's finest 18th century country houses, set in over 100 acres of beautiful grounds and gardens. An accredited museum it is also the family seat of the Earl and Countess of Harewood.

Harewood House was built using profits made from the Transatlantic trade in enslaved people and its associated industries. Today, Harewood is a safe place in which we can have open conversations about our past and bring communities together, using our history as a means of working together for a better society.

Alongside the care, conservation and interpretation of its core collections, Harewood curates innovative and everchanging exhibitions, celebrating and collaborating with a diverse range of individuals and groups.

Through its trading operation the Trust manages and delivers major outdoor events, conferences, corporate functions, fine dining, cafés and other retail and food outlets throughout the site.

The Trust has great ambitions for Harewood's future, as well as celebrating its fascinating past. It has recently embarked on an exciting major project to reimagine its key historic landscape and gardens, build a new playground and create a new visitor welcome centre. All designed to grow our audiences, generate new income and provide an excellent visitor experience.

OUR VOLUNTEER PROGRAMME

At Harewood, our volunteering programme has been running for over twenty five years and we currently have around 200 volunteers. Our vision is to create a sector-leading, inclusive, and sustainable volunteering programme that meets the needs of the Trust and provides a positive volunteer experience for people of all ages, ethnicities, and abilities. Volunteers are pivotal to our aims and aspirations. We love involving volunteers in the work we do be that engaging with visitors, caring for our gardens and collections, running our Secondhand Bookshop, driving our electric shuttles, helping operate our ferry and assisting with delivering our learning programme.

Volunteers bring a wealth of experience and get involved for many varied reasons; including a love of heritage and gardens, to gain employability skills, and for social contact. At Harewood, we feel that we have created a safe welcoming space, where volunteers can flourish, contribute meaningfully and feel a sense of belonging. We want to give opportunities to as wide a range of people as possible and help volunteers in their aims as much as they support us in ours.



Jess

Yelka

NON-FICTION

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VOLUNTEER SECONDHAND BOOKSHOP ASSISTANT

INTRODUCTION

Set up in 2011 by a group of volunteers, our popular and much-loved Secondhand Bookshop moved to its present location in the Courtyard in July 2021.

Currently run by a dedicated team of volunteers, the Secondhand Bookshop not only stocks an eclectic mix of quality books but acts as a social hub promoting all that Harewood has to offer.

Every book you see has been donated to the charity, giving them a second chance to be read and enjoyed. The money that is raised from the sale of books goes back directly to the Trust, helping ensure Harewood's future for present and current generations.

As a Volunteer Secondhand Bookshop Assistant, you will be an integral player in running the Secondhand Bookshop and fostering an ongoing love of books and reading across all generations.

WHAT'S INVOLVED?

- Provide a warm and friendly welcome to all visitors to the Secondhand Bookshop.
- Accept and price donated books and display or store as appropriate.
- Deliver excellent customer service, helping visitors find books of their choice and promoting the purpose of the shop.
- Accept cash and card payments through a simple point of sale system.
- Help create imaginative and appealing displays.

WHO WILL THIS ROLE APPEAL TO?

Someone who:-

- Has a love of books!
- Is friendly, approachable and enjoys talking to a wide range of people.
- Wishes to be part of the Secondhand Bookshop's success story and is willing to suggest ideas for its future growth and development.

WHAT WILL HAREWOOD EXPECT FROM ME?

To:-

- provide a friendly welcome for all visitors and deliver excellent customer service
- positively promote Harewood's charitable aims and aspirations
- commit to the role, volunteering on the dates and times that have been mutually agreed
- treat visitors, staff and fellow volunteers with respect and understanding at all times
- observe Harewood's organisational policies and procedures and uphold Harewood's values
- safeguard confidential information about Harewood House Trust.

HOW WILL I BENEFIT?

- You'll be able to indulge your passion for books and share this with visitors.
- You'll gain experience of working in a retail outlet and in a customer facing role
- Satisfaction from knowing that you are both giving your time and helping raise a substantial amount of money to ensure Harewood can be enjoyed by current and future generations.
- Feel a part of the Harewood Volunteer community and a wider knowledge of Harewood House Trust.

AS A VOLUNTEER WHAT CAN I EXPECT FROM HAREWOOD?

- A welcoming and inclusive volunteering environment
- To be treated fairly and with respect
- Recognition and appreciation for your contribution
- General induction, role specific training with on-going support
- Reimbursement of travel costs between home and Harewood House up to a maximum of £10 per day.
- Regular newsletters and volunteer meetings to provide an insight into all that is happening at Harewood
- Access to a web based volunteer system to manage your volunteering shifts and receive updates.

OUR VALUES

Caring – demonstrate quality in your own work, showing support for those around you, respecting audiences and colleagues, showing empathy

Together – showing a commitment to team work, collaboration, belief in an organisation's mission and vision, living brand values

Adventurous – demonstrate energy and zeal in your attitude to work, being proactive, having a curious mind, being confident in your decisions, embracing innovation

Challenging – showing a commitment to high standards with rigour in your own work, learning from every opportunity, proactively questioning to ensure best results



BENEFITS & DETAILS

Benefits

Discount in onsite cafés + retail outlets;
Unlimited free access to the site with up to three guests throughout the year (with the exception of Christmas and certain events);
Access to Northern Museum Volunteer pass;
Free parking.

Travel expenses

Travel expenses are reimbursed up to £ 10 per day.
Harewood is well served by the 36 Bus running from Leeds to Harrogate.

Training

General induction training including site orientation.
Role specific training on Bookshops procedures, health and safety, fire evacuation and safeguarding led by the Retail Team Leader.

Support available

We believe Harewood is a welcoming and inclusive place to volunteer. Throughout your time volunteering with us you will be supported by and have access to an experienced Volunteer Manager, other members of the team and the Volunteer Coordinator.

Time commitment

The Secondhand Bookshop is open seven days a week between 10.30am and 16.30pm in the main season, with a maximum of two volunteers running the shop per day. If you cannot commit to these hours, shorter hours can be discussed with the volunteer you are partnered with.

Volunteers like to make a regular commitment either weekly or fortnightly but we welcome ad hoc support to cover days when our regular volunteers are on holiday or have other commitments.

LOCATION

Harewood House Trust, Harewood, Leeds, LS17 9LG. Harewood is 7 miles outside of Leeds and is well served by public transport: goodjourney.org.uk/attraction/harewoodhouse

MORE INFORMATION

If you have any further questions about the role, please contact our Volunteer Coordinator at volunteer@harewood.org

NEXT STEPS & HOW TO APPLY

Please submit an application form to volunteer@harewood.org. If you require the forms in an alternative format, please get in touch.

Thank you for reading this pack. We look forward to hearing from you!

Old, Tatty +
Interesting



For more information please get
in touch our
Volunteer Coordinator
volunteer@harewood.org



HAREWOOD

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harewood.org