

**Volunteer Co-ordinators’ Forum: Launch Event   
Thursday 2 July 2015, 10:00 – 15:30  
Palace House Mews, Newmarket**

**Programme**

10:00Arrival and refreshments

10:30 **Welcome**: introductions, aims and overview of the day   
*Hazel Courtley, Volunteer Co-ordinator, National Horseracing Museum*

**Introduction to** **Palace House, Newmarket**:   
the new Heritage Centre for Horseracing and Sporting Art  
*Chris Garibaldi, Director, National Horseracing Museum*

10:45 **Understanding and engaging 21st century volunteers**Presentation followed by discussion and Q and A session  
*Rob Jackson, expert in volunteer management*

12:15 Lunch

13:00 **Welcome back**: introduction to the afternoon session

**What now?**   
Discussion activities aimed at getting the forum off the ground and planning the themes for future events

*Facilitated by David Blackburn, Trustee, Cambridge Museum of Technology and Chris Turland, Volunteer Co-ordinator, Ipswich Transport Museum*

**The** **Volunteer Co-ordinator’s Forum:** how will it work?

*Niki Hughes, Volunteer Co-ordinator, IWM Duxford*

**Feedback on the day**  
*Gordon Chancellor, Museums Partnership Officer, Cambs CC*

**Closing remarks**

15:30 Close

Delegates will then have an opportunity to visit The National Horseracing Museum which closes at 5pm.