



Visitor Experience Volunteer Role

Role title:

Visitor Experience Volunteer Role

Principal function:

To ensure that all visitors to the museum, gift shop and tea room have an enjoyable, memorable experience.

Duties:

- To assist and serve customers, including making and serving drinks in the tea room, providing a service of the highest standard
- To welcome general visitors and groups to the museum and tea room and introduce the tour guide to the group when appropriate
- To assist in stock processing, including sorting, stocktakes, pricing and displaying of goods in both the museum gift shop and tea room
- To be involved in cash handling and till operation, both in the tea room and gift shop
- To assist with clearing tables/loading and unloading dishwasher in the tea room.
- To assist in keeping the gift shop, tea room and museum neat and tidy
- To promote public understanding of the work of Port Sunlight Village Trust and the importance of raising funds through Port Sunlight Museum's gift shop
- To answer visitor enquiries about village history/museum displays and facilities
- To promote the sale of guides and trails
- To be involved with stewarding in the Museum
- Some lifting may be required

This list is only a guide to the types of duties that may be required.

Reporting to:

Visitor Services Manager and Tea Room Supervisor.

Location:

Port Sunlight Museum

Hours:

By arrangement / A minimum of half a day per week is preferred, 9-1 or 1-5 weekdays & weekends are available

Dress Code:

A black blouse/shirt, jumper, cardigan or t-shirt and black skirt or trousers must be worn. Unfortunately we do not currently provide a uniform. A volunteer badge must be visible at all times.

Training:

Induction training

- Welcome pack
- Induction checklist

Job specific training:

- All operational procedures

Personal qualities required:

- Strong communication skills
- Smart appearance
- Enjoy working in a team environment
- Enjoy working with the public
- Possess or would like to develop strong customer care skills
- Confident in handling cash
- Possess or would like to develop display & merchandising skills
- Security conscious