Volunteer Role Description

Role title:	Costumed Steward – Worker's Cottage
Role purpose:	This volunteer role involves welcoming visitors to the Worker's Cottage and sharing information about life in the village past and present, all while dressed in era-appropriate clothing (provided) to enhance the visitor experience. You will be the sole representative at this venue, with support from the Visitor Services team next door at Port Sunlight Museum, and so will be responsible for ensuring that visitors have an enjoyable and safe experience.
Role description:	• Provide a warm and friendly welcome to visitors. • Wear era-appropriate clothing provided or agreed **(please note you are not expected to be 'in character' unless you wish to be)** • Monitor collection objects on display and the Worker's Cottage generally to ensure no damage or loss occurs. • Assist with the management of visitor numbers and flow. • Undertake audience research on behalf of e.g. surveys. • Encourage visitors to leave reviews and feedback about their experience • Report any cleaning or safety issues to the Visitor Services team. • Carry out duties in a manner that always reflects Port Sunlight Village Trust values. • Be a valued member of a friendly, proactive, and committed team.
Role reports to:	Visitor Services & Retail Manager
Where:	The Worker's Cottage, Port Sunlight Museum, 23 King Georges Drive, Port Sunlight CH62 5DX
When:	Opportunities daily, with two shifts available to choose from between 10:30-13:30 or 1:30-16:30

Duration:	Volunteers for this role are expected to volunteer for a minimum of 6 hours (2 x shifts) a month. Shifts will be no longer than 3 hours.
Requirements:	• A genuine interest in Port Sunlight, the Museum and its themes. • A people person with a flair for good communication. • Ability to interact with visitors of different ages and backgrounds. • Comfortable wearing era-appropriate clothing (provided or agreed) • Ability to interact with visitors in busy periods, such as group bookings and schools. • Punctual, reliable, and committed to delivering exceptional customer service. • Proactive with a positive and enthusiastic outlook and attitude, self-motivated, and a willingness to learn.
Commitment to you:	• We will ensure you are given a volunteer induction; a full training programme will be provided to ensure you are fully supported and equipped to carry out the role. • We will provide era-appropriate clothing that you are comfortable wearing, or work with you to agree your own era-appropriate clothing if you would prefer. All clothing will be laundered. • Reasonable travel expenses will be reimbursed, in line with our volunteer expenses policy and procedure.
What's in it for you:	You will: • Be part of a wider friendly and dynamic volunteer team, delivering an inspiring visitor experience at an award-winning attraction • The opportunity to learn more about Port Sunlight and its heritage. • You will develop new skills and greater confidence. • You will gain experience in engaging with different audience groups in a museum setting. • 15% discount in the shop
Why we want you:	The knowledge, skills, commitment and enthusiasm of volunteers is critical to our visitor experience in Port Sunlight, and you will be an important part of what makes the experience of visiting the Worker's Cottage so special.

Notes:	**Deadline for volunteer applications** – Friday 4th December **Volunteer interviews** – Week beginning 14th December **Volunteer induction** – Week beginning 11th January
For more information contact:	volunteering@portsunlightvillage.com