

Retail and Reception Volunteer

Department Name: New Place Operations

Volunteer Supervisor: New Place Retail and Reception Manager

Why join us?

The Shakespeare Birthplace Trust is an independent charity which cares for the world's greatest Shakespeare heritage sites in Stratford upon Avon, and promotes the enjoyment and understanding of his works, life and times all over the world. Celebrating Shakespeare is at the heart of everything we do. Our volunteer team help us achieve these goals, so join us and help create a wonderful experience for our global audiences.

What will you be up to?

- To welcome visitors to New Place through the Gatehouse entrance.
- To help check visitors' tickets as they enter.
- To engage in conversation with visitors about New Place.
- To answer any questions our visitors may have.
- To provide visitors with information on other SBT sites, events, current and forthcoming.
- To monitor the safety of the exhibits and visitors.
- To provide our visitors with a welcoming, interesting and enticing retail environment.
- Working with the Retail Team, to assist with the meeting and exceeding of sales targets.
- To aid in the evacuation of the site if required.

Do you have the skills we are looking for?

- Good people skills with the ability to talk confidently to both individuals & groups from varying backgrounds and with a range of needs. If you can so this in a second language even better.
- Use of electronic ticketing systems (training will be given).
- An interest in history, Shakespeare and New Place.
- Willingness to undergo training in customer service, accessibility and health and safety.
- Ability to ensure health and safety guidelines are followed and be responsible for your own health and safety.
- Interest in or experience of retail, particularly Heritage Retail; confident with regard to cash handling, security and reconciliation.
- Willingness to promote products/offers to our visitors and take part in maintaining merchandising and creating displays.

How often would we like you to volunteer?

Timeslots available in mornings or afternoons.

Length of the volunteering role?

Ongoing

Good to know

- Volunteers to wear own smart clothing in branded colours (red, black, white or grey).
- Volunteer badges will be provided.
- Smoking is not allowed on site.
- Food is not allowed on site.
- Training will be provided as necessary.

Benefits of joining us

- On completion of 20 hours volunteering for the Trust, all volunteers receive a volunteer card giving free entry to SBT properties and a range of discounts.
- Annual service award each February for volunteers who have achieved 200 hours or more of volunteering in the previous year.
- Volunteer celebration days and coffee morning chats will be programmed throughout the year.
- We can provide references.
- We can provide reimbursement of travel expenses only. Maximum of £10 per day.
- You can be involved in our Volunteer Forum; Volunteer Voices.



Have any questions...

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