

New Place

Role Title: Volunteer Retail and Reception Assistant
Reports to: New Place Retail and Reception Manager
Purpose of role: To support the Retail and Reception team at New Place in delivering a world class welcome and unique shopping experience for all visitors.

Responsibilities:

- 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 become a fully integrated part of the team whose views are valued and considered.
- To aid in the evacuation of the site if required.

Requirements / skills:

- 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 and in Shakespeare.
- Willingness to undergo training in customer service, access issues and health and safety.
- Willingness to learn and share with visitors the points of interest at New Place.
- 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.
- Good people skills with the ability to talk confidently to both individuals & groups.
- Willingness to promote products/offers to our visitors and take part in maintaining merchandising and creating displays.
- A sound understanding of customer service principles.

- Use of electronic ticketing & retail management systems (training will be given).
- Willingness to undergo training in customer service, access issues and health and safety.
- Ability to ensure health and safety guidelines are followed and be responsible for your own health and safety.

Commitment:

A regular commitment would be advantageous; during the high summer season the daily shifts are 9am-1pm or 1pm-5pm. In the low winter season the daily shifts are 10am-1pm or 1pm-4pm.

Length of project or placement:

Ongoing.

Benefits of volunteering:

- On completion of 20 hours volunteering for the Trust, all volunteers receive an updated volunteer card giving free entry to SBT properties and a range of discounts.
- There will be an annual service award each January for volunteers who have achieved 200 hours or more of volunteering in the previous year. This will be acknowledged by a lapel pin and certificate.
- Volunteer celebrations days and coffee morning chats will be programmed throughout the year.

Administration points:

- The Trust will reimburse volunteer travel costs between their home address and the place they volunteer at the rate of 45p per mile, up to a maximum of £10 per day. Parking costs can also be claimed within the £10 daily maximum. Volunteers can claim a combined total of up to £10 for mileage and parking. Volunteers travelling by train or bus may also claim up to a £10 daily maximum.
- Training will be provided.
- Clothing to be smart and in SBT brand colours (grey or black 'bottoms', red, white or black top).
- Volunteer badges will be provided.
- Smoking is not allowed on site.
- Food and drink is only to be consumed in the set areas.
- All personal items to be secured in the lockers provided for duration of your shift.

Authorised by: Emma King

Title: Volunteer and Community Outreach Officer

Date: 25/01/2017