

Mary Arden's Farm

Role Title:	Retail and Reception Volunteer
Reports to:	Retail and Reception Manager
Purpose of role:	To support the Retail and Reception team at Mary Arden's Farm. To interact with visitors, directing them through reception and into the site.

Responsibilities:

- To answer customer queries, keep the shop clean and tidy during opening times, help with stock control, water plants that are for sale and wrap goods purchased.
- To guide visitors through the entrance area, giving out trail sheets and start point directions.
- To give visitors information about the site and events occurring that day and to encourage them to fill-in customer surveys.

Requirements/skills:

- A friendly and outgoing personality.
- Interest in or experience of retail, particularly Heritage Retail; confident with regard to cash handling, security and reconciliation.
- Use of electronic ticketing & retail management systems (training will be given).
- A willingness to learn new skills.
- To be able to cope with both busy and quiet periods.
- Ability to ensure health and safety guidelines are followed and be responsible for your own health and safety.

Commitment:

A regular commitment would be ideal; either a morning, afternoon or full day per week (10am-5pm).

Length of project or placement:

- The Farm is open as a visitor attraction between March and November.
- During the months when the farm is closed, volunteers are welcome to attend training sessions/sewing group or can volunteer in a different role at another site.

Benefits of volunteering:

- 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.
- 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 celebration days and coffee morning chats will be programmed throughout the year.

Administrative points:

- Training will be provided as necessary.
- Clothing to be smart and in SBT brand colours (grey or black 'bottoms', red, white, grey or black top).
- Volunteer badges will be provided.
- Smoking is not allowed on site.
- Food and drink should only be consumed in set areas.
- The Trust will reimburse volunteer travel costs between their home address and the place they volunteer at the rate of 40p per mile, up to a 25 mile round trip or £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.

Authorised by: Samantha Gull
Title: House Steward
Date: 15.2.17