**Retail and Admissions Volunteer**

We are looking for volunteers who would like to join our enthusiastic and friendly Visitor Services team.

**Main Duties**

* Creating a warm and friendly welcome for all our visitors
* Answering general enquiries in a professional manner and ensuring that visitors have an enjoyable visit
* Operating the Epos till system and Sum up card machine
* Maintaining a high standard of numeracy and managing card payments
* Selling tickets for entry to museum, taking both cash and card payments
* Selling items within the shop, taking both cash and card payments
* Carrying out visitor surveys
* Undertaking gift aid discussions with all visitors
* Gentle cleaning as needed to provide a high standard of presentation
* Ensuring that the museums health and safety procedures are followed and, in an emergency carrying out the evacuation procedure

**How much time will I be expected to give?**

The museum is open Monday to Saturday. You can choose to volunteer in a morning (10.15 -1.15pm) or an afternoon (1.15 - 4.30pm). Volunteering hours vary depending on the time you have available. As a guide, we would look for a minimum of 4 sessions per month. We like all our volunteers to choose a regular time slot to support the museum’s opening.

**What skills, qualities and experience do I need?**

* Commitment to excellent customer service
* Good verbal communication skills
* An interest in heritage and local history
* Ability to handle money and operate an Epos system till
* Good standard of accuracy and experience of cash handling
* Enjoy working as part of a team
* Willingness to undertake relevant training
* Commitment to equality and diversity

**What support and training will I receive?**

You will receive a welcome training session which includes a tour of the museum, till training and will familiarise you with the Retal and Admissions role. Whilst on the Visitor desk you will be supported by a Visitor Services volunteer. Further training, support and supervision will be provided by the Visitor Services and Collections Manager.

 **What can I expect from the museum?**

* To become part of a motivated and enthusiastic team
* To learn about the museum and local history
* To meet new people within your local community
* To learn new skills
* A 10% discount on selected products within the museum shop
* A rest room with tea and coffee provided
* We are members of the Volunteer Pink Pass. After three months volunteering you will receive a pink pass which entitles you to free and discounted entry to hundreds of museums across the North of England
* Free carparking whilst carrying out volunteering duties (subject to availability)

**Other Information**

* The role is open to volunteers aged 18+
* This role is not regulated activity and therefore does not require an additional safeguarding (DBS) check

Please complete the application form which can be found on our website [www.beckislemuseum.org.uk](http://www.beckislemuseum.org.uk). Please contact manager@beckislemuseum.org.uk or tel 01751 473653 to arrange an informal chat.