

Front of House / Retail Assistant

Volunteer Role Description (Page 1)



Are you **friendly** and **outgoing**? Would you enjoy extending a **warm welcome** to visitors? Do you have an interest in **Birmingham's social and industrial history** and would **love** being part of the team at Birmingham's **newest heritage attraction**? Would you take pride in creating a **thriving retail environment** where every penny goes towards the work of the museum and Birmingham Conservation Trust? Do you have some regular **time to give**? If so, we are currently recruiting front of house / retail assistants to join our brand new team at Newman Brothers.

Volunteer Role:	Front of House/Retail Assistant at Newman Brothers
Responsible to:	Volunteer & Operations Manager
Hours and time frame:	A minimum of 4 hours per week (1 shift) with a review after 3 months
Location:	The Coffin Works, 13-15 Fleet Street, Jewellery Quarter, Birmingham, B3 1JP
Purpose:	To welcome visitors at reception and promote the sale of tickets and other shop products.
Responsibilities:	<ul style="list-style-type: none"> • To provide an informed and friendly welcome to all visitors, maintaining awareness of any particular individual needs and offering assistance as appropriate • To develop knowledge of the site as a whole to help visitors enjoy and understand their visit including keeping up to date with current and upcoming exhibitions/events • Actively promote the sale of admissions tickets and guided tours • To inform visitors of any tours or activities happening that day and issue tickets as required • To take bookings for guided tours on the phone and on-line • To assist with the recruitment of Supporters of Birmingham Conservation Trust • To maintain an attractive reception area by ensuring adequate supply and display of publicity material • To sell retail items in the shop and make sure adequate stock is available and displayed properly • To help with stock taking and stock pricing • To assist people with disabilities to access information and interpretation as appropriate • To become familiar with procedures for dealing with emergencies • To help maintain the security of the site and its contents • To keep an accurate record of your volunteer hours and submit a timesheet

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<p>Skills/qualities required:</p>	<ul style="list-style-type: none"> • Strong people skills with the ability to talk confidently to both individuals and groups • Clean and smartly dressed • Outgoing personality • Ability to retain information • Ability to work as part of a team • Interest and enthusiasm to share Newman Brothers with the wider public • Good 'customer service' skills • Knowledge of using a cash register and cash handling experience would be advantageous, but are not essential as training will be provided (a member of staff will have overall responsibility for cash) • Reliable and committed
<p>Support/training provided:</p>	<ul style="list-style-type: none"> • Induction to Birmingham Conservation Trust and Newman Brothers • Information about the site provided • On-site familiarisation experiences at Newman Brothers • Cash register operating training/cash handling training provided • Customer Service and Disability Awareness training provided • On-site Duty Manager (staff member) at all times • Health & Safety Guidance • Additional relevant training as identified • Clear reporting structure and personal development review • Travel expenses reimbursed at the rate of £4 a day on receipt of claim form and ticket receipts • Tea/coffee and biscuits will be provided • Social events for volunteers / references
<p>What Birmingham Conservation Trust expects from volunteers:</p>	<ul style="list-style-type: none"> • Maintain good working relationships with staff, other volunteers and members of the public • Attend appropriate training and learn about the work of Birmingham Conservation Trust • Promote understanding and enjoyment of Birmingham's built heritage • Be reliable in delivering tasks identified • Observe organisational policies and procedures • Protect BCT property from theft, damage or loss, with the limit of their own responsibilities • To safeguard confidential about BCT and refer any controversial matters relating to the work of BCT to their manager
<p>Administration points:</p>	<ul style="list-style-type: none"> • Volunteer badges will be provided • Volunteers are required to wear a work coat (provided) over their normal clothes • A break of 15 minutes will be provided during a 4-hour shift

Please get in touch if you are interested in joining the team, or finding out more.

Contact Marie Dufaud, Volunteer & Operations Manager

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BIRMINGHAM
conservation
new futures for Birmingham's
historic buildings
trust

