



Volunteer Role Description

Retail Volunteer

What is a Retail Volunteer?

The Gift Shop at Flatford is key part of the visitor experience - over 80,000 visitors pass through the shop each year. As a volunteer, your role will be to work with the paid retail team to ensure every visitor has a superb experience and the shop runs smoothly. We may occasionally need your help with shop deliveries which occur once every fortnight (usually a Wednesday). Experience of working in retail and using an electronic till would be helpful, but is not essential. More importantly, you need to enjoy meeting visitors and working as part of a team.

What's in it for you?

- Gain significant retail experience in the National Trust
- Use your customer service skills and expertise
- Help us make a profit to support our work
- Becoming part of a friendly and dedicated team
- Meeting people from all walks of life and making new friends
- Improving your communication and merchandising skills
- Enjoying new experiences and learning something new every day
- Great personal satisfaction, since you have the opportunity to make a real difference to our visitors' experience

What's involved?

- Providing a warm, friendly welcome (and goodbye) to all visitors in your role as a member of the retail team, the Flatford team and the National Trust as a charity
- Helping to run the shop along with the staff team. Activities will include: serving customers, using the till, cash handling, maintaining and re-stocking the shop displays, pricing items as necessary, maintaining the cleanliness and tidiness of the shop, assisting visitors with enquiries and purchases, promoting the benefits to visitors of purchasing a guide book and any other related duties.

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- Your occasional help with shop deliveries (which occur once every fortnight and usually on a Wednesday) could be required whenever our delivery team is short-handed. You will be helping to check shop deliveries, unpacking the goods, confirming the delivery is correct, pricing each item and transferring new stock into the stock room.
- Developing a good knowledge of the individual place, its stories and what it has to offer throughout that day, so that all visitors receive accurate and relevant information to enhance their visit
- Welcoming families by talking to children as well as adults
- Understanding and communicating key messages
- Dealing with any queries that may arise from visitors and passing to colleagues if necessary
- Being aware of the needs and arrangements for all visitors, including those with special needs
- Becoming familiar with and following the National Trust's Health and Safety Policy at all times
- Giving any other appropriate assistance as may be reasonably requested

This role will suit people who are... keen to make each customer feel special and enjoy meeting people, friendly and helpful and enjoy helping others, available at least once a fortnight, would like to be first to see all the great new items coming into the shop, willing to provide a regular commitment - the role involves comprehensive training and we need assurance that you will be available on a regular basis, enjoy variety, have a friendly and helpful nature and like helping others.

Extra information

Your place Flatford Bridge Cottage

Time commitment Once a week/once a fortnight as agreed

Line Manager Retail Manager

Volunteer contact Volunteer Programme Manager

Training/Resources Induction, training and development opportunities available

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Expenses Out-of-pocket travel costs between home and volunteering place can be claimed, and other reasonable expenses agreed in advance

How to apply Please access the National Trust website, details shown below:

www.nationaltrust.org.uk

On the home page, please select the link 'Join & get involved' and on the next page scroll down to 'Volunteer'. Click on 'Start volunteering' and then scroll down and click on 'Find a volunteer opportunity'. Then click on 'Search our volunteer roles' and in the box that appears type 'Flatford Bridge Cottage' and press the 'Search' button. All our volunteer vacancies will then appear. Just select 'More details' next to any role(s) you are interested in. You will then be able to read about the role. If you wish to apply, please click on the button that says 'Application Form' at the bottom of the role profile. Complete and submit the electronic application form and then just wait to hear from us ! We will be in touch with you within one week.

About the National Trust

The National Trust is a registered charity and is completely independent of Government. We rely for income on membership fees, donations and legacies, and money raised from our commercial operations. We are supported by 3.7 million members and 55,000 volunteers without whom we simply could not manage. We protect and open to the public over 300 historic houses and gardens and 49 industrial monuments and mills. But it doesn't stop there. We also look after forests, woods, fens, beaches, farmland, downs, moorland, islands, archaeological remains, castles, nature reserves, villages – for places, for ever, for everyone.

About Flatford & the Dedham Vale

Flatford and the Dedham Vale has become internationally known through its association with the artist John Constable R.A., indeed, it is often referred to as *Constable Country*. Constable was inspired by the beauty of the area and his paintings in turn inspire many thousands of visitors, from near and far, to admire the landscape that has changed little in the 150 years since Constable painted it. Around 225,000 visitors per year enjoy this unspoilt landscape through a wide range of activities including walking, fishing, canoeing, painting, family days out and just

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relaxing in beautiful surroundings.

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