

Shop Volunteer

Michelham Priory House & Gardens

Upper Dicker, nr Hailsham

BN27 3QS

We're looking for volunteers to give visitors a warm welcome to the shop, keeping it well-stocked, tidy, and an enhancement to their visit. They'll handle sales confidently, operate the till accurately, and cash up at the end of the day. They'll also respond positively to enquiries, providing helpful information about the shop, the site, events, and venue hire options.

Key abilities and skills

- Ability to operate the till for payment transactions (training provided). And provide a level of problem-solving assistance to others if required
- Good interpersonal communication skills.
- Excellent customer service skills and focus
- Good organisational ability - in a potentially busy environment
- Excellent customer care skills with an ability to deal with difficult situations
- Confidence to work alone as well as part of a team
- Ability to communicate well and clearly with a diverse audience
- Ability to provide accurate, but concise handover information at the end of a shift
- Ability to handle cash and make payment transactions accurately.
- Ability to process 'end-of-day reports' and complete cashing-up

Beneficial qualifications

- Customer Service training
- First Aid at Work (training provided)
- Confident in use of EPOS systems (training provided)

Knowledge & experience

- Previous retail experience
- Previous experience in a customer-facing role
- A basic understanding of health and safety
- Awareness of equality and diversity as applied to the service industry
- Excellent communication and interpersonal skills, both with adults and children of all ages and backgrounds
- Experience in presenting information to a wide variety of audiences
- Previous experience in a museum, heritage sector, tourism or customer facing role
- Cash handling

- Interest in history/heritage

Personal attributes and behaviours

- Active and assertive
- Passionate
- Can-do attitude
- Engaged and engaging
- Responsible
- Alert
- Reliable and able to work unsupervised
- Professional manner
- Self-motivated
- Enthusiastic ambassador for the property
- Team player
- Flexible attitude to tasks including working at weekends as required

Hours and place of work

- Mostly daytime including some weekends (role dependent)
- Flexible hours to suit although some roles will have shifts of 4 to 6 hours
- All volunteering takes place at Michelham Priory, Upper Dicker, near Hailsham, East Sussex
- Own transport to Michelham would be an advantage

Benefits of volunteering with us

- Enjoy free admission to all Sussex Past heritage properties
- Receive 20% off purchases in our on-site gift shops
- Get your travel costs covered (within a 10-mile radius)
Refreshments while on duty
- Take advantage of special volunteer-only perks and discounted events year-round
- Training provided (where required)
- Free parking
- Discount off food and drink at on-site Blue Door Café