

Visitor Welcome Volunteer

Michelham Priory House & Gardens

Upper Dicker, nr Hailsham

BN27 3QS

We're looking for friendly, enthusiastic volunteers to help us create a warm and welcoming experience for everyone who visits the property. This is a great opportunity to meet new people, share the story of this special place, and make a real difference to our visitors' day.

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

- 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