



# BATH PRESERVATION TRUST

Volunteer Shop Assistants love Bath Preservation Trust and giving great customer service. They're good at chatting to our visitors to encourage sales, as well as knowing our products and being confident with cash handling

## **By getting involved, you could**

- Use your creativity to create stunning displays
- Use your passion for Bath Preservation Trust to encourage visitors to support our work by purchasing goods from our shop
- Meet lots of different people and make new friends

## **What's involved?**

- Working in our busy shop, helping customers and giving great service
- Cash handling and use of electronic tills
- Managing busy queues, also using your initiative to support the front desk and sell museum tickets when they need help
- Understanding our products so that you can deal with visitor enquiries
- You are important in making sure things run as smoothly and safely as possible – this includes getting to know health and safety and evacuation procedures for the museum
- There might occasionally be some other activities that are of interest to you, that we could use your help with

## **This role will suit you if you are...**

- Someone with a gift for customer service, sales and presentation
- Passionate about Bath Preservation Trust, our museums and volunteering
- Well organised and willing to be trained in till use and cash handling
- Available at least once a fortnight, or more at peak times such as the Summer and Christmas

## **Extra information**

- We'll help you get to know your role, how you can help and how you will work with the rest of the team – with induction and training
- We provide equipment to help you do this role well and safely
- We'll also cover agreed costs of your travel between home and museum
- We provide breaks and refreshments during your shift
- Volunteer benefits include training, socials, trips and an annual lunch, as well as free entry to all of our museums and a discount at all of our museum shops

## **Find out more**

Contact us via the details available on our website

**This is a voluntary role, so it isn't legally binding or a contract**