

Volunteer Role Description

Retail Volunteer

What is a Retail Volunteer?

The Gift Shop at Gainsborough's House is a key part of the visitor experience – over 50,000 visitors and high street shoppers are expected to pass through the shop each year. As a Retail Volunteer, your role will be to work with the paid retail team to ensure every shop visitor has a superb experience and the shop runs smoothly. Experience of working in retail and using an electronic till would be helpful but not essential. More importantly, you need to enjoy helping customers and working as part of the team to make the shop as profitable as it can be.

As visitors can also buy admission tickets and book on events in the shop, your knowledge and awareness of Gainsborough's House and the exhibitions, events and activities available is an advantage in encouraging high street shoppers to become visitors. Likewise being on hand to answer questions following the museum visit and about the local area is part of this role.

What's in it for you?

- Becoming part of a friendly and dedicated team
- Meeting people and making new friends
- Gaining retail experience
- Being involved with art and heritage with linked products
- Improving your communication and merchandising skills
- Helping us to make a profit to support Gainsborough's House
- Enjoying new experiences and developing your knowledge
- The chance to give your time in your local community

What's involved?

- Providing a warm, friendly welcome to every customer when they visit the shop
- Helping to run the shop alongside the retail staff. Activities will include serving customers, maintaining and re-stocking the shop displays, helping with deliveries, pricing stock, maintaining the cleanliness of the shop, advising visitors and customers with enquiries and purchases, link selling to increase sales
- Developing a good knowledge of the shop ranges and the reasons the products sit within those ranges
- Using the electronic till and devices if confident
- Promoting Gainsborough's House by engaging in conversation about the museum, collections, resources and services as asked
- Also be part of the front of house team and offer support to the staff and membership recruiters
- Developing a basic understanding about Gainsborough's House, Thomas Gainsborough and the collections of other artists on display
- Being aware of the needs of visitors as they negotiate the shop, helping to make Gainsborough's House accessible to all visitors to ensure they get the best experience
- Helping to promote and encourage sales of the museum Guidebook
- Helping to promote Gainsborough's House memberships
- Signing people up for courses, events/performances and members trips
- Following security procedures and being vigilant to help protect the contents of the shop
- Ensuring visitors' safety by actively helping to evacuate during an emergency
- Acting as an Ambassador for Gainsborough's House whilst on duty

This role will suit people who... have an outgoing, enthusiastic and friendly manner; enjoy retail; enjoy meeting people; like being part of a team; are keen to learn and wish to give some time in their local community.

Hours

Shifts last 2 hours or 2.5 hours depending on the day and time chosen to help. Volunteers are encouraged to sign up to a rota by phone or in person. Scheduling is flexible, the recommended commitment is one shift per week and volunteers are welcome to commit to more if they wish, we value all help offered. The minimum commitment is one shift per month.

Training

A compulsory volunteer induction plus the opportunity for relaxed learning about the collections and temporary exhibitions on display and in our archives. Additional training will be given on retail ranges and product knowledge. Till systems and electronic devices training will also be offered where desired.

Benefits

- Unlimited free admission to Gainsborough's House and all exhibitions
- Quarterly volunteer meetings and breakfast tours of each exhibition
- Training on collections
- Invitation to the annual summer garden party and a seasonal drinks event
- A monthly E-newsletter

This role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract.