



## **Volunteer Role: Retail Assistant**

### **Purpose**

The shop is a vital part of a good day out for many museum visitors. By helping to ensure the shop is fully stocked, and having great product knowledge, our Retail Volunteers help us to provide the assistance our visitors need to make their visit really special.

### **What's involved?**

As a Retail Assistant you will be responsible for providing a warm welcome to visitors, serving them in the shop and using the electronic till system. You will ensure the shop is well-displayed, clean and tidy, conduct stock counts as necessary, and replenish goods on shelves. You will process admissions and Friends' Memberships and sell tickets for special events.

### **What skills or experience will you need?**

We are looking for friendly people who have good communications skills and are willing to work as part of a team. Good numeracy skills and willingness to handle card and cash payments are essential, as is willingness to use an electronic till system. Customer Care experience would be beneficial, as would previous retail or financial services experience. Don't worry if you don't have any, as all necessary training will be provided and there will be support on hand.

### **What's in it for you?**

Volunteering with us is a great way of meeting people and learning something new whilst helping support a local charity. Volunteers need no prior knowledge of Heath Robinson and his work; we will provide you with all the training you need.

### **How much time do you need to give?**

We ask you to commit to one half day a week, on the same day each week, and to a minimum of three months.

### **Location**

The Heath Robinson Museum, West House, Pinner Memorial Park, West End Lane, Pinner, HA5 1AE

### **Contact**

For an application form please contact Lucy Smith, Museum Manager  
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