



## **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. You will ensure the shop is well-displayed, clean and tidy, conduct stock counts as necessary, and replenish goods on shelves. You will encourage repeat visits by promoting upcoming events and exhibitions. Retail Assistants make sure the shop is safe for visitors by ensuring the touching of shop stock is minimised and visitors have sanitised hands.

### **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. Customer Care experience would be beneficial, as would previous retail or 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. Like all our volunteers, you will get a 10% discount in our shop, 10% off select event tickets when purchased at the till & free entry to museum exhibitions. We can reimburse public transport travel expenses up to £5 per day and provide free onsite parking for volunteers.

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

The Museum's opening hours are Thursday – Saturday 11am to 4pm, with volunteer sessions split into morning & afternoon sessions on those days. Morning sessions run 10:45-13:40 and afternoon sessions 13:20-16:15. We ask you to commit to either one session a week, or one every other week. We are also looking to reopen on Sundays and would particularly welcome applicants for either morning or afternoon sessions on Sundays.

### **Location**

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

### **Contact**

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