

## **Role Description: Shop and Ticket Office Volunteer**

**Date:** June 30<sup>th</sup> 2015

**Where:** The Bar Convent, Blossom Street, York

**Volunteer Manager:** Jerry Ibbotson, Audience Development and Education Manager

**Aims:** Assisting in the new Living Heritage Centre Shop and Ticket Office – the gateway to our new Exhibition

### **Duties:**

- Greeting customers
- Selling tickets to the Exhibition and products from the shop, using new till system
- Check and maintain stock levels and may be required to log new items into the system
- Keep shop area tidy and clean
- Some working on own

### **Skills and Experience Needed:**

- Good personal skills and a friendly manner are required
- Although the new till will be set up to meet our demands, numeracy and literacy are still essential
- An eye for detail to keep the shop looking smart and attractive to visitors
- An idea of what makes a good product to sell at the Bar Convent
- The ability to cope when it gets busy

### **Training:**

- Pre-role training on running of shop and till / ticket system (including card payments).
- Induction into themes and operation of Exhibition
- Ongoing training and tutoring on new developments
- This will be either one to one with Shop Manager or ADEM or in small groups.

### **Hours:**

- Hours may vary but ideally a minimum half day (four hours) per session
- The number of days a week is down to personal preference

### **Role Boundaries:**

- To follow instructions of Shop Manager and ADEM
- No food consumption in shop area
- Not to act as spokesperson for Bar Convent at any time

### **What Benefits Does This Role Bring:**

- Being part of a team at a growing new visitor attraction in York
- Being in a friendly and supportive environment where your contribution is rewarded and acknowledged
- Being part of the Bar Convent family
- Something to add to your CV

### **Notes**

1. Initial appraisal after four sessions
2. Other duties may form part of this role in the future
3. Supervision and support will be provided on an ongoing basis from ADEM and Shop Manager
4. Tea and coffee provided
5. Travel arrangements are Volunteers' own responsibility