

The Black Watch Castle and Museum

Volunteer Role Description

Role Title: Front of House Assistant	Location: The Black Watch Castle and Museum
Department: Museum Gift Shop	Role Supervisor: Retail Manager

Purpose of the role:

To support the Retail Team with the day to day running of the Castle Gift Shop, welcoming and serving our visitors whilst providing a world class service.

Main Duties and Activities:

- To support and assist with meeting, greeting, serving and assisting visitors.
- Operating the shop till and credit card machine
- Cash handling
- To assist the retail team with sorting and pricing merchandise
- To assist with keeping the gift shop clean and tidy
- To assist the retail team with the opening and closing of Museum galleries

Hours or Day(s) Required:

- A full or half day per week or fortnight

Skills & Personal Qualities:

- Confident with cash handling
- Honest, reliable, hardworking, good time keeper with a smart appearance
- Excellent communication skills with a polite and friendly manner
- Interest or experience in retail and volunteering with the general public
- Keen to learn and develop new skills
- Willingness to learn about the history of The Black Watch

Training of the Volunteer:

- General Museum induction including the opening and closing of the Museum galleries
- Retail department induction
- Use of shop till and credit card machine (EPOS and Streamline)
- Customer service skills

Resources required:

- Staff time for induction, training, support and supervision
- Provide area for lunch and breaks

Benefits to you:

- Meet new people
- Team working
- Contributing to the local Museum in your community
- Supporting The Black Watch legacy
- Opportunity to learn and develop new skills in retail and customer service
- Reference for future employment

Disclosure: No