



Volunteer Role Description

Shop and Tourist Information Volunteer



Purpose of the Role:

The Shop and Tourist Information role has two parts. In Tourist Information you will be part of a friendly team who welcome visitors to the area, advising them on how to get around and giving advice on attractions and accommodation. Working in the shop you will be helping to promote our range of local craft and themed gifts that reference the exhibitions and collections.

As a Shop and Tourist Information Volunteer your supervisor and main contact will be Shop Lead, Trudy Weston.

Availability of Role:

This role has availability throughout the year particularly in the spring/summer season.

Main Activities:

- Providing a friendly and welcoming experience to all our visitors
- Advising visitors on attractions, places of interests, walks and festivals (training will be provided)
- Promoting and proactively selling our range of local craft and gifts
- Processing shop sales, bus and Lundy Island tickets on our EPOS system (electronic till system)
- Adhering to housekeeping routines, security, health and safety and emergency procedures
- Assisting the shop lead on stock takes, displays and pricing
- Advising visitors on our programme of exhibitions and events
- Assisting Museum staff with welcoming school bookings and or group visits

What the Museum offers:

- A safe and welcoming environment
- Knowledge of local craft, arts and heritage
- Calendar of social events and outings (25 hours minimum)
- Professional training and reference for your CV (25 hours minimum for reference)
- An opportunity to make friends and benefit your community
- Tea and cake!

What you can offer us:

- An enthusiasm and passion for the Museum of Barnstaple and North Devon
- Reliability and punctuality
- Ability or willingness to learn about attractions and places of interest in North Devon
- Ability to work alone or as part of a close knit team
- Methodical working with an attention to detail
- Reasonable physical fitness (the role can include busy periods)
- Ability or willingness to learn EPOS (electronic till system), card and cash handling

Time commitment of role:

The Shop and Tourist Information Volunteer role requires a commitment of 4 hours weekly either in the morning or afternoon. Shifts can be flexible in terms of weekdays or weekends.

All roles at the museum include a trial period of 25 hours to ensure the role is right for you and the museum team.

Next Steps:

If you would like to become part of the Exhibitions team please fill out a volunteer enquiry form here www.barnstaplemuseum.org.uk/getting-involved/

Alternatively if you have any questions about the role or volunteering at the museum please contact us on museum@northdevon.gov.uk or 01271 346747.