



## The National Tramway Museum – Retail Team

**Responsible to:** Retail and Catering Manager

**Hours:** 10am to 4pm or 10am to 1pm and 2pm to 4pm

### **What will you do?**

No visit to a museum is complete without a visit to the Gift Shop! As part of our Retail Team, you will help with a variety of tasks in the Forge Gift Shop and the Sweet Shop

### **These can include:**

- Serving visitors at the till
- Pricing of Stock
- Restocking and stock rotation
- Setting up and creating displays
- Customer care and customer service

### **What do you need to know?**

- Sometimes there will be periods where you may have to stand for a long time however, we will endeavour to adapt the role to suit your individual needs if required.
- As this is a retail role, you will need to be comfortable handling cash/card payments and giving change. You will receive full training on our card machines/tills.

### **This role will suit you if:**

- You enjoy meeting and talking to people, this is a visitor facing role and the ability to talk to visitors is essential.
- You enjoy working as part of a team.
- You have retail or customer service experience, although this isn't necessary.
- Excellent interpersonal skill with a pleasant friendly manner and patient under pressure
- Experience of / willingness to work as part of a team

### **What do we provide?**

- Full support and guidance from the Retail & Catering Manager.
- A dedicated volunteer space with a kitchen & hot drinks machine.

### **What do we ask of you?**

- To act as a representative and ambassador for Crich Tramway Village and the National Tramway Museum.
- To ensure the health and safety of visitors, volunteers and staff by following designated procedures.
- To work within the guidelines of the Volunteer Policy and related organisational policies and procedures.
- We realise that there are times when your plans may have to change. If you are unable to attend, please let your department head know as soon as possible.