**NATIONAL FOOTBALL MUSEUM
VOLUNTEER ROLE DESCRIPTION**

**DEPARTMENT: Retail and Admissions**

**JOB TITLE: Retail Volunteer**

**REPORTS TO: Team Leader**

**JOB PURPOSE**

Your role is to engage visitors within the shop and retail areas of the museum. You are to support the retail team by maintaining high commercial and presentation standards and contribute to the overall running of the retail sections of the museum.

**MAIN AREAS OF RESPONSIBILITY**

**Provide outstanding customer service to each and every customer:**

* Engage positively with customers in the retail shop areas
* Discover the needs of your customer in an appropriate, non-pushy manner
* Comply with all service standards, including maintaining your personal appearance to the highest standards

**Operate in a sales culture**

* Demonstrate product knowledge and selling skills to find suitable items that match customer’s needs
* Leave the customer with a positive lasting impression and encourage a return visit
* Respond positively to all coaching and training in new skills or initiatives

**Have a genuine interest and knowledge of the museum’s products and services**

* Maintain an up to date awareness of all product ranges, including new lines
* Replenish stock and assist with keeping the shop clean and tidy
* Share any customer feedback with the Team Leader

**SKILLS/CHARACTERISTICS REQUIRED**

* Commitment and enthusiasm for volunteering
* Enjoys engaging with people
* Able to work in a fast paced sales environment and as part of a team

**Time Commitment**

One shift on one day per week between the hours of 10.30am to 1.30pm or 1pm to 4pm on a regular basis. The museum is open Monday to Sunday.

**TRAINING AND SUPPORT**

Volunteers will be provided with a full induction to the museum and volunteer programme including health and safety and fire evacuation. Training will be provided by retail staff on all our shop-related volunteer tasks.

**HEALTH AND SAFETY/SECURITY**

* Ensure that you are aware of all museum policies and procedures
* Ensure that you comply with all statutory requirements including the Health And Safety At Work Act (HASAW) 1974
* Consistently comply with the Museum policies, procedures and processes.

**BENEFITS TO VOLUNTEERING**

* Develop skills and experience to enhance your CV
* Become part of a friendly team of like-minded people
* Help to share the National Football Museum’s amazing collection with people from all walks of life
* Be part of the museum’s journey moving forward

*The successful candidate must display a Passion for: -*

1. *Visitor Experience and Retail operations*
2. *Service*
3. *Development & Growth (Continuous Improvement)*
4. *Motivating, involving, helping & influencing others to achieve their goals (Teamwork)*
5. *Maintaining professional integrity at all times*

*Displaying the following behaviours: -*

1. *Enthusiastic -* Inspires others through infecting them with his/her passion
2. *Expert –* Offers regular coaching to help team members grow and develop
3. *Empathic –* Demonstrates a personal interest in team’s concerns and aspirations
4. *Make a difference* – to the museum, colleagues & visitors
5. *Considerate & respectful –* of colleagues and visitors wants, needs & beliefs
6. *Supportive –* to provide the necessary support for the individual to be comfortable in the museum and achieve their goals

*The following would be advantageous: -*

* *Previous retail or shop assistant experience*
* *Passion for football and histor**y*