

Volunteer Role Profile



Role title:	Retail Assistant
Department:	Commercial
Responsible to:	Retail Supervisor
Hours:	10.15 to 5.15 (but may be later on special events). You will be expected to arrive approximately 20 minutes before opening times, and finish 20 minutes after closing times, in order to prepare and close down. The number of days you work is entirely up to you - we are grateful for all of the hours you can assist.
Purpose:	To serve customers in our retail shop (using the till and credit card machine) and offering our visitors excellent customer service.

Main duties and responsibilities:

- Serve and advise customers
- Take payment, using the till to record transactions and the card machine
- Help customers to find the products they want
- Take special orders where appropriate
- Provide information on products, prices and special offers
- Stack shelves and ensure products are displayed in an attractive way
- Provide a reconciliation of cash and card payment taken against products sold

Training:

You are not expected to have all the skills that you will require to carry out this role. Training will be provided, to enable you to carry out your role with confidence and to the standards set.

- Full induction and ongoing support, including Health and safety
- How to use the till and credit card machines
- Cash handling
- How to complete end of day paper work

However, we do expect you to;

- be of tidy appearance and wear reasonably smart clothes (or the Avon Valley Railway polo shirt), black trousers & shoes
- adhere to all food safety and health & safety procedures
- be friendly, polite and helpful
- be reliable and responsible
- work well with the team and well as on your own initiative
- be confident when meeting new people
- be comfortable with cash handling and basic maths

Benefits of volunteering:

All of our volunteers are members of the Avon Valley Railway Heritage Trust and whilst this costs a nominal subscription fee, it gives you access to a number of benefits, including:

- Discounted travel on our usual steam and heritage diesel train services
- Discounted purchases from the Gift Shop and Buffet (Buffet only when you're on duty)
- Access to great social activities, including away days and social evenings
- The chance to support us in keeping your railway heritage alive in the Avon Valley