

Volunteer role description

Title: Mill Front of House and Shop

Accountability: Eling Experience Manager

Hours: Morning or Afternoon Shifts (times vary according to season)

Location: Eling Tide Mill, Eling Lane, Eling, SO40 9HF.

Purpose of role:

To greet customers/visitors in a polite and friendly manner, offering an efficient and effective customer reception service for the Eling Tide Mill Experience and Gift Shop, including general administration duties.

As one of the first points of contact with visitors this role is vital in ensuring customers feel welcome and able to find their way around the site.

Co-operate with colleagues to facilitate the smooth running of the Tide Mill, Visitor Centre and External Walks.

You will have excellent communication and interpersonal skills, be well organised, be flexible and adaptable.

Role and responsibilities:

1. Greet customers/visitors to the Eling Tide Mill and Gift Shop ensuring that their needs are met. Respond to any queries they may have during their visit.
2. Assist with enquiries and communication (where appropriate).
3. Maximise on sales opportunities in the Gift Shop, selling flour and stock to customers and visitors.
4. Ensure displays, counter and shop area are clean, neat and tidy at all times.
5. Ensure shelves are stocked at all times and report stock levels to EEM.
6. Receive and check deliveries for Tide Mill and shop where appropriate.
7. Assist where appropriate with the till and cash floats on a daily basis and forwarding takings to Finance on the appropriate paperwork.
8. Assist in producing new material for window, stock and information purposes as required.
9. Support the aims and vision of the ETME.
10. Actively promote the ETME to new and returning visitors and participate in milling demonstrations.
11. Comply with the Council's Health & Safety policy ensuring that you, your colleagues and visitors' HASAW needs are met.
12. To adhere to the Volunteer agreement, and Volunteer Policy.
13. To participate in induction and any other relevant training.
14. To comply with, and implement, the Equal Opportunities Policy and procedure, together with all other agreed policies and procedures of the Totton & Eling Town Council.

Helen Robinson
Eling Experience Manager
July 2018