

Volunteer role description

Title: Front of House Visitor Centre

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 situated in the Visitor Centre.

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 Visitor Centre ensuring that their needs are met. Respond to any queries they may have during their visit.
2. Assist with usage and understanding of models and hands on activities within the Discovery Room.
3. Assist with enquiries and communication as required.
4. Ensure counter area is clean, neat and tidy at all times.
5. Assist where appropriate with the till and cash floats on a daily basis and forwarding takings to Finance on the appropriate paperwork.
6. Actively promote the Eling Experience to new and returning visitors and participate in milling demonstrations.
7. Support the aims and vision of the ETME.
8. Comply with the Council's Health & Safety policy ensuring you, your colleagues and visitors' HASAW needs are met.
9. To adhere to the Volunteer agreement, and Volunteer Policy.
10. To take part in the induction and any other relevant training.
11. 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

September 2017