



## Retail Development Team Volunteer

### Role Description

Title of post:	<b>Volunteer Retail Assistant</b>
Responsible to:	<b>Retail Development Manager</b>
Time commitment:	<b>At mutually convenient times to be agreed upon application</b>

### General Information

To assist with general shop and visitor centre duties as directed.

### Main duties

Assist the Derbyshire Wildlife Trust Commercial Development team and specifically the Retail Development Manager with various aspects of the Trust's retail and visitor activity including:

- Welcoming visitors to the Whistlestop Discovery Centre
- Promoting membership
- Assisting with customer enquiries
- Promoting the work of the Trust
- Serving hot and cold drinks
- Processing sales on the till
- Creating stylish displays of goods and information
- Replenishing stock on the shop floor
- Stocktaking and other administrative tasks
- General end-of-day cleaning and tidying





# Derbyshire Wildlife Trust

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 @derbyswildlife

 Derbyshire Wildlife Trust

Derbyshire Wildlife Trust Limited is a company registered in England and Wales with company number 715675  
Registered charity number 222212  
VAT registration number 509 4825 32

## Other

Implement health and safety procedures in accordance with the Trust's policy.

## ROLE DESCRIPTION: ROLE CONTEXT

### Role title: Volunteer Retail Assistant

This post involves undertaking a wide range of different tasks relating to DWT's retail development work.

The post holder will have contact with all other staff and some volunteers, the general public and with a wide range of people in external organisations on both routine and non-routine matters. She/he will need to convey a positive first impression to visitors, assist with their enquiries, promote membership and process sales.

Flexible hours can be an element of the post, with weekend and school holidays commitment required as these are the main opening times.

The post will be based at the Trust's newly reopened visitor centre at Matlock Bath.

Volunteers are required to adhere to the Trust's policies and procedures, to support and assist staff and other volunteers and to carry out their role mindful of the Trust's core principles and values which are **Visionary, Inspiring, Effective** and with **Integrity**.

Smoking is not allowed in any of the Trust's buildings.





## Skills / Qualities Required

### Role title: Volunteer Retail Assistant

The specifications below are indicated as being essential (E) or desirable (D) for this post:

#### ***Some recent and relevant experience of:***

Cash handling (D)  
Stock replenishment (D)  
Organising and prioritising a varied workload (E)

#### ***Competencies: Demonstrable ability to:***

Provide high levels of customer service (E)  
Communicate well verbally and in writing (E)  
Use computers for word processing, spreadsheets (E)

#### ***Personal Qualities:***

Able to work effectively on own initiative and as a member of a team (E)  
Able to organise own workload and work to deadlines (E)  
Personable and sociable (E)  
Accurate and methodological (E)  
Commitment to the work of the Trust (E)

### Training

Basic day to day instruction will be given.

