



## Retail Volunteer

### Volunteer Role Description

The Whitaker Museum & Art Gallery

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## What is a Retail Volunteer?

Our retail volunteers work hard to make sure The Whitaker shop always looks at its best and offers a wide range of products for people to buy. They carefully choose local, sustainable and unique items that reflect The Whitaker's quirky character, which provide visitors with a lasting memory of their time with us!

## What's in it for you?

- Gain experience working in a retail environment that coexists with the museum and takes influence from artist exhibitions and the collection
- Join an enthusiastic and varied volunteer team in a beautiful building with local and historic significance
- A sense of fulfillment knowing that you are helping to support a much loved part of Rossendale's history
- 20% discount in our shop and café, as well as our workshops and ticketed events!

## What's involved?

- Operating the till and cash handling
- Promoting and selling our ticketed events and workshops based on the needs of each visitor
- Rotating stock and promoting items related to new exhibitions
- Pricing up items and reducing them when on sale
- Supporting the retail team by looking into new items to have in the shop, based on what you think will sell

This role is purely voluntary and this arrangement is not meant to be legally binding or an employment contract.

## **This role will suit people who...**

- Enjoy working in a public environment and has outstanding customer service skills
- Are reliable, flexible and are able to help out on a regular basis
- Have the ability to work without supervision, follow guidelines and instructions
- Has interest in gaining experience of working in customer service, retail and museums
- Has a friendly and approachable manner
- Interest in and some knowledge of local and family history

## **Extra information**

**Time Commitment:** 1 or 2 days a week

**Volunteer Manager:** Caroline Beardmore – Community Development & Volunteer Coordinator  
– [caroline@thewhitaker.org](mailto:caroline@thewhitaker.org)

### **Training for the role:**

- Customer care
- Till training
- Collections familiarisation
- Family friendly training
- Safeguarding and dementia friendly training

**Expenses:** Out-of-pocket travel costs between home and volunteering place will be paid up to a specified limit, and other reasonable expenses agreed in advance.

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## **About The Whitaker**

The Whitaker is as much about the future as it is about the past. Building on an exploration of the past and the present, The Whitaker is a place for people to take part in the development of the community. It is a place for people to share their hopes and visions of a better future, and to work together to create the community they want to live in.

We are working to strengthen people's rights and entitlements in terms of cultural access, education and participation in the life of the community. We are concerned with the sustainability of communities, the environment, local industries and the economy. We draw on history and heritage, to help imagine, design and begin to create the Valley we want for people and nature.

The Whitaker has a growing friendly team of volunteers who are the heartbeat of all we do. The volunteers share our passion to provide a unique, quirky, space rich in heritage and culture. The contribution and dedication of our volunteers enables us to provide a sustainable museum that is freely available to everyone.

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