

Why does Market Hall Museum need my support?

Market Hall Museum is a 17th century building located in Warwick town centre. Originally built to shelter stallholders for Warwick's regular market, it now houses an extensive collection highlighting Warwickshire's local history, from the infamous taxidermy bear at the main entrance to the extensive collection of locally found Roman coins. We are a free Museum run by Warwickshire County Council and welcome thousands of visitors every year including regular visits from members of the local community. On the premises we also have a thriving shop and café. We are looking for Retail Host Volunteers. This will be a great opportunity to meet new people and make friends, whilst also learning new skills in a retail environment and being part of an amazing team.

Where will I be based?

Market Hall Museum, Market Place, Warwick, CV34 4SA

What will I be doing?

As a Retail Host Volunteer this will involve:

- Creating a friendly, welcoming, and inclusive environment.
- Promoting the shop products and assisting with add on sales.
- Operating the shop till.
- Maintaining high store standards, keeping the shelves tidy and organised.
- An opportunity to assist in merchandising and creating shop displays.
- Answering any questions that visitors may have or directing them to a member of staff for further assistance.

How much time will I be expected to give?

Please note for the Cafe Support and Retail Host Volunteer roles we are looking for individuals to choose from the following time slots on their chosen day/days: 10am-12pm, 12pm-2pm, 2pm-4pm Tuesday to Saturday.

What skills, qualities and experience do I need?

We are looking for approachable, personable, good communicators, who have a positive attitude and enjoy engaging and communicating with visitors in a retail environment. Volunteers in this role may be required to stand for long periods time.

What support and training will I receive?

Full training will be provided which will include:

- Familiarisation with site and staff.
- Induction and health and safety training.
- Role-specific training.
- On-going monitoring and support from the site team.
- Familiarisation with the shop layout and its product lines.

What will Market Hall Museum expect from me?

- To be the friendly face and deliver excellent customer service.
- To be reliable in attendance and dependable.
- Enjoy your role and carry out the tasks to the best of your ability.
- Help us maintain the highest standards of presentation.
- Maintain good working relationships with staff, other volunteers, and members of the public
- Attend appropriate training and learning.
- Observe organisational policies and procedures.
- Help us protect our properties and collections by understanding and following our security and safety procedures.
- Keep us informed if you have any problems during your time with us and to always ask if you're not sure about something.
- This role is suitable for those over the age of 18.

What can I expect from Market Hall Museum?

- A welcoming and enjoyable experience.
- To be treated fairly and with respect.
- The chance to learn new skills and gain experience with skilled professionals who are passionate about their job.
- To volunteer in an interesting and creative environment.
- Recognition and appreciation for your contribution.
- A full induction and training programme with on-going support.
- A risk assessment for your role.
- To be insured by the County Council when volunteering.
- To be able to take part in celebrations and social events.
- Reimbursement of reasonable local travel costs between home and volunteering location within agreed limits
- Your details to be kept confidential and not to be shared with anyone else (in line with data protection legislation).
- Market Hall Museum has an onsite lift to all floors within the Museum.
- If you have any specific needs or requirements, please don't hesitate to get in touch with the team.

For more information and how to apply please contact Alice Williams, Volunteer Coordinator on heritagevolunteering@warwickshire.gov.uk (01926) 738876.