

Mrs Bumbleberry's Lolly Shop - Volunteer Role Description

Te Matatiki Toi Ora The Arts Centre

Volunteer role title: Mrs Bumbleberry's Lolly Shop Volunteer

<p>Purpose of the role:</p>	<p>The Shop Volunteers are an important asset to The Arts Centre as they may be the first point of contact for local and international visitors wishing to purchase lolly's for themselves or as a gift from their visit to The Arts Centre.</p> <p>Shop Volunteers will enrich the experience of visiting The Arts Centre and the shop by helping and adding to its image as a welcoming and creative place.</p>
<p>Key tasks & responsibilities:</p>	<ul style="list-style-type: none"> • Warmly welcome visitors and promote and recommend the items for sale in the shop. • Ensure shop displays, work area and stock room are kept tidy and clean. This may include light dusting, sweeping and wiping of surfaces. • Wear appropriate clothing and uniform items as described in The Handbook. • Provide directions and information on facilities, programmes, and history of The Arts Centre. • Receive inward goods delivered by couriers ordered for the shop following the documented procedures. • Operate Point of Sales system for all sales transactions with customers purchasing goods. • Handle small cash float for cash purchases according to approved processes. • Adhere to all Health and Safety guidelines as outlined in induction and in Mrs Bumbleberry's Lolly shop Handbook. • Report on feedback received from visitors to contribute to the development of the shop and visitor experience. • Promote good channels of communication between volunteers on other shifts and your line manager by use of approved communication book or as instructed.
<p>Reporting and support:</p>	<p>Shop Volunteers will report to the Retail Coordinator. They may take any issues that they do not feel have been adequately dealt with (or are concerning the Retail Coordinator) to Operations Manager.</p>

<p>Time commitment:</p>	<p>A minimum commitment of two 3-4-hour shifts per every 4 weeks (fortnightly) for a length of at least 3 months is required. However, a weekly shift if possible if preferred.</p> <p>Attendance at orientation training of up to 2 hours is also required.</p> <p>Shop Volunteers will be asked to inform the Retail Coordinator of their availability for the coming months roster. Shifts will then be confirmed or rearranged with the Retail Coordinator. Extended holidays can be accommodated when adequate notice is given.</p>
<p>Training:</p>	<p>Orientation and ongoing training and materials will be provided so that Shop Volunteers feel confident in the role and knowledgeable about The Arts Centre. Any costs of training will be covered by The Arts Centre but will not include transport to and from the venue.</p>
<p>Location of position:</p>	<p>Shop Volunteers are based at The Arts Centre, 2 Worcester Boulevard, Christchurch 8013.</p>
<p>Benefits offered:</p>	
<p>Work skills:</p>	<p>Being a volunteer in Mrs Bumbleberry's Lolly shop is great training for customer focused roles and as volunteer staff you can expect to gain knowledge and understanding of the history of The Arts Centre and wider area.</p>
<p>Contacts:</p>	<p>As part of The Arts Centre team, Shop Volunteers may develop relationships with staff and other volunteers that may assist them in their professional and social development.</p>
<p>Recognition:</p>	<p>Shop Volunteers are a valued part of The Arts Centre team and are always recognised and appreciated for their contribution to The Arts Centre.</p> <p>Verbal references will be provided on request to future employees by The Retail Coordinator after 6 months of consistent volunteering.</p>

<p>Social:</p>	<p>Volunteers are members of staff and are welcome to join staff social events which take place from time to time.</p>
<p>Ideal person specification:</p>	
<p>Attributes and skills:</p>	<ul style="list-style-type: none"> • Personable and able to make all customers and visitors feel welcome. • Comfortable chatting to strangers of all ages and backgrounds. • Confident working unsupervised, punctual and organised. • Able to learn basic operating systems such as Point of Sales technology. • Able to learn, retain and explain key information about The Arts Centre. • Willingness to learn and pronounce te reo Māori names, greetings, and tikanga Māori basics in acknowledgement of the bicultural nature of Aotearoa New Zealand.
<p>Experience and knowledge:</p>	<p>No previous experience is required, though previous knowledge of The Arts Centre or a retail role is advantageous.</p>