



THE NATIONAL TRUST

Volunteer Role Description

Retail Volunteer

The Trust's shops are managed by its trading company, National Trust Enterprises Ltd. The profits generated by National Trust shops are used to support the work of the registered charity. The shops also play a significant role in the promotion of the Trust's image and work. Volunteer Retail Assistants have an important role to play in the smooth running of National Trust shops.

Anticipated time contribution: no minimum or maximum. To be arranged with Retail Manager.

Expenses: Reimbursement of out-of-pocket travel costs between home and volunteering location, and other reasonable expenses agreed with the National Trust manager.

Location: The National Trust shops at Fountains Abbey & Studley Royal

National Trust manager: **Alex English** – Retail Manager

Purpose of role: To assist in the efficient running of the above-named shop, in accordance with the National Trust *Trading Policy*.

Training: One to one training in the shop, till training; 2 day Estate Induction; Focus on Customer training.

Key elements:

1. Ensuring that the shop is clean and tidy at all times.
2. Assisting in the receipt, checking, pricing and display of goods at all times.
3. Selling goods to the public.
4. Maintaining the security of goods within the shop.
5. Observing all prescribed financial systems and procedures.
6. Dealing with enquiries from visitors relating to the Trust property to which the shop is attached and to the work of the National Trust in general.
7. Undertaking such other appropriate assistance in relation to running the shop as may be reasonably requested by the National Trust manager.
8. Working in compliance with the Trust's *Health and Safety Policy* at all times.

All these arrangements are binding in honour only and are not intended to be legally binding.