



National Memorial Arboretum

Role Description: Retail Volunteer

What is the National Memorial Arboretum?

The National Memorial Arboretum in Staffordshire is the UK's year-round Centre for Remembrance; it is a place which helps people to reflect and to be inspired, a place where they can celebrate lives lived and commemorate lives lost in service. Located in the heart of the country, in the National Forest, with approximately 25,000 maturing trees and over 400 memorials across a 150-acre site, the Arboretum is a beautiful and lasting tribute to those who have served, suffered, and sacrificed on behalf of the Nation.

Retail Volunteer Role Overview

Our Retail Volunteers provide a friendly and welcoming atmosphere where visitors can browse related product to the site, provide an insight to features and benefits of the product, and are an ambassador for the Arboretum.

They:

- Are able to interact with visitors in general conversation, to create a relaxed environment.
- Are able to use an Electronic Point of Sale system
- Manually handle large volume of stock
- Provide a consultative sales approach, matching wants and needs of our visitors.
- Can maintain high level of customer service.
- Interact to provide feedback on sale, stock and visitor trends.
- Are part of the retail team to merchandise stock, serve customers and maintain high presentation within the retail area as directed by the Retail Manager.
- Can operate in all areas of activity within the retail department, including the shop, stockroom and 'pop up' outlets within the Arboretum
- Ensure prompt and friendly service for all customers
- Actively sell products across the retail range to visitors and to take part in sales initiatives and promotions as required
- Adhere to statutory regulations and Arboretum policies on health and safety

- Follow stock control procedures and to report any suspected losses to the Retail Manager.
- Actively contribute in the cleaning of the merchandise, fixtures and fittings within the retail areas
- Undertake all aspects of keeping storage areas clean, tidy, and in agreed order at all times.
- Report any customer complaints and/or compliments.
- Undertake training as required and taking positive steps to keep abreast of current retail practices.
- Adhere to all statutory and legal requirements in the requirements of sales, for example, the sale of Alcohol.
- Ensure that stock and cash is secure at all times and that all transactions are handled in accordance with NMA policy and procedure

Who will this role suit?

Individuals who:

- Are able to communicate clearly verbally, and have good interpersonal skills
- Are committed to acting in line with Royal British Legion policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity.
- Are willing to give a regular commitment of time.
- Have a pleasant manner
- Are capable of dealing with the public
- Are able to be part of a large team and act with initiative
- Have an understanding of the Arboretums history
- Are an excellent Ambassador for the Arboretum

What support will be available to you?

- A step by step process into processing sales, merchandising and stock and cash handling
- A structured training and induction pack, to guide your development and build confidence in relevant knowledge
- Continuous support from your line manager
- Support from the retail team and retail manager to develop your product knowledge



- A volunteer agreement that outlines both our expectations of you and what you can expect from us.

Key Information

- We ask for a regular weekly time commitment (e.g. one day per week).
- Travel expenses between home and the Arboretum may be claimed at a rate of 45p per mile, up to a maximum of 60 miles per day). These will be paid by BACS monthly.
- Must be over 16 years of age.
- Volunteering agreement will begin upon receiving two satisfactory references.

What is in it for you?

- Interesting and rewarding duties
- Meet new people and make new friends
- Training relevant to your role
- 50% off in the Restaurant on food cooked on site whilst on volunteering duty
- 20% in the retail shop whilst on duty
- Mileage expenses
- Long service awards
- Team events and socials
- Free car parking, when on or off duty
- Free uniform, including name badge, car parking pass and access card/ lanyard
- Weekly newsletter 'Newsleaf'
- Access to our volunteer system Better Impact to be completely in control of your own time

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