

**Volunteer Reception/Shop Staff**

**Role Description**

The service provided by the Volunteer Reception/Shop staff is usually the first point of contact with our visitors on their journey of discovery at Turton Tower. It is a role which enhances the security of Turton Tower and the public enjoyment of it. After an initial induction and training in the role, Blackburn with Darwen Borough Council will give every encouragement and support to the volunteer Reception/Shop staff so that they can carry out their duties with confidence.

**Purpose of Role:**

To provide a welcoming presence to all our visitors and to assist with enquiries

To assist with the security and protection of Turton Tower and its contents keeping a watchful presence at all times

**Scope of Role:**

Supervision of Reception/Shop area and corridor to the Tower

**Key Tasks:**

To provide a welcoming environment to Turton Tower and answer questions courteously and informatively providing a high standard of customer care

To be aware of any arrangements for the specific needs of all our visitors and affording help where necessary

To develop a knowledge of Turton Tower and its history

To visually check the shop at the beginning, end and throughout the shift

To visually monitor all matters affecting the shop and reception area, its use and its enjoyment by visitors and reporting back to the Turton Tower Duty Manager, as appropriate

To sell and promote items for sale in the shop, general admissions and other tickets using the Council’s WebPay online system and completing all relevant paperwork

To assist with housekeeping in the shop/ reception area and to keep the desk, windowsills, shelving, floor and stock clean and tidy

To be conversant with and were appropriate implementing emergency fire evacuation and incident procedures and Blackburn with Darwen’s Health and Safety Policy

To follow BwD’s Health and Safety Policy at all times including signing in and out

To undertake any training commensurate with the post

To undertake such other appropriate assistance as may be requested by the Turton Tower Duty Manager on the day of your duty