

Volunteer Role Description

Welcome Desk Volunteer

Sales & Events Team



Role summary:

To welcome visitors to Cogges at the main entry points and gift shop, checking and selling entry tickets, season tickets and shop merchandise.

Your role:

- Provide a warm and friendly welcome to all visitors on arrival
- Ensure important messages are relayed to visitors regarding what's on, open or closed on the day of their visit
- Check/sell season tickets and day tickets using the in house till system
- Promote Gift Aid and season tickets
- Retail sales, assisting visitors with their purchases as required
- Clean, tidy and restock shop and stock take as and when needed
- Answer visitor queries and provide directions

Your qualities:

- Warm and friendly personality
- Basic knowledge of tills or computers
- Customer facing experience
- Calm in what can sometimes be a busy environment
- Some previous knowledge of Cogges would be advantageous but not essential

The hours:

Shifts available Monday – Sunday, 9.30-1pm or 1pm-4.30pm.

Training and support:

Full training and support will be provided and you will be expected to attend annual refresher training.

Volunteer benefits:

- Meeting new people and being part of a team
- Spending time outdoors in a beautiful setting
- Cogges Volunteer Pass for free entry for you and a guest
- Discount in the Cogges Kitchen and shop

What's going on at Cogges Manor Farm?

Now is a really exciting time to join us following an investment from the National Lottery Heritage Fund. Visitors and volunteers will start to notice some real differences to the way we tell the story of the 1,000 years of history at Cogges, with some really exciting projects alongside some much-needed improvements on site including a new volunteer room.

To apply: Please contact Victoria on: volunteering@cogges.org.uk