

## Volunteer Role Description

### Welcome Desk Volunteer

Sales & Events Team



#### Role summary:

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

#### Your role:

- Provide a warm and friendly welcome to all visitors on arrival
- Check/sell season tickets and day tickets using the in house computer system
- Promote Gift Aid and season tickets
- Sell shop produce and merchandise and process it through the till
- Clean, tidy and restock shop as and when needed
- Answer visitor queries and provide directions

#### Your qualities:

- Warm and friendly personality
- Basic knowledge of computers
- Customer facing experience
- Calm in what can sometimes be a busy environment
- Some previous knowledge of Cogges would be advantageous

#### The hours:

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

#### Training and support:

Full training and support will be provided by Cogges staff 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](mailto:volunteering@cogges.org.uk)