**RETAIL ASSISTANT – THE GEORGIAN HOUSE**

**Volunteer Role Description**

Thank you for your interest in volunteering with the National Trust for Scotland at the Georgian House which has been magnificently restored as a typical New Town house of the late 18th and early 19th century.

For more information, or to apply for this role, please contact:

Sheonagh Martin or Robbie MacRae on 0131 225 2160 or email thegeorgianhouse@nts.org.uk

**What does this volunteer role involve?**

You will be:

* Welcoming visitors to the shop and providing friendly and knowledgeable assistance as required
* Selling merchandise and advising customers about the products on sale – proactively and in response to queries
* Processing sales through the till efficiently, handling cash/credit card transactions – training will be given
* Assisting in maintaining the cleanliness and tidiness of the shop
* Have some knowledge of the house and its’ collections
* **How much time you’ll be giving**: this is a regular role with a time commitment of 3 to 3.5 hours per week or per fortnight. We will agree a regular day and time with you.
* **The team you’ll be volunteering with**: you will be working alongside Georgian House staff and other volunteers on your shift

**Do I need any previous experience?**

You don’t need any specific experience or qualifications to volunteer with us. What you will need to be is:

* Enthusiastic about the work of the Trust and the Georgian House
* Interested in meeting and engaging with people of all ages and backgrounds, and able to provide information clearly
* A good team player
* Willing to help with what needs doing

We’ll provide an induction and training for you as needed along with support to help you carry out your volunteering role. We’ll also give you information about the shop products and about the house and the New Town.

**Why should I volunteer in this role?**

As a National Trust for Scotland volunteer, you will be helping to care for and provide access to amazing places. You may learn new things, develop new skills, make new friends. You will certainly become a valued part of the NTS team. You can find out more about how we recognise the contribution of our volunteers and lots of other useful information, including payment of expenses, in our Volunteer Handbook [NTS Volunteer Handbook 2023](https://ntswebstorage01.blob.core.windows.net/nts-web-assets-production/downloads/Volunteer-Handbook-2023.pdf)

**What next?**

If you would like to apply, please contact Sheonagh or Robbie, as detailed above. We will be in touch to arrange for you to come in for an informal chat and a show round of the Georgian House.

**Last Revision Date**: January 2024