**RETAIL & ADMISSIONS ASSISTANT – BRANKLYN GARDEN**

**Volunteer Role Description**

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| **Directorate**:  Heritage Properties / Edinburgh and East] | C:\Users\ajermyn\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\NQJ65XO7\Summer at Branklyn.jpg |
| **Volunteer Manager**:  Fiona Williams, Visitor Services Manager |
| **Suggested Time Commitment**:  The garden is open daily from 10am to 5pm between 1 April and 31 October   * Full day shift – 10.00-5.00 * Half day shift – 10-1.30 or 1.30-5.00 * Flexible - to suit the needs of the property and the volunteer |
| **Type of role:**  Ongoing |

**Why do you need me?**

Branklyn Garden is a peaceful haven within walking distance of Perth city centre and was developed by John and Dorothy Renton in the early 1920s after they built their Arts & Crafts inspired house. The couple were keen to have a garden that featured rare and unusual plants and flowers from all over the world and thanks to the seeds collected by renowned plant hunters and Dorothy’s remarkable gardening skills their wish was granted.

Today, our volunteers help us to look after this wonderful place and welcome visitors from around the world who come to admire Branklyn’s outstanding collection of plants. As the number of visitors to the garden increases, we are looking for additional Retail & Admissions volunteers to work alongside our existing team of staff and volunteers who welcome visitors and introduce them to the garden, assist with the selection of the most appropriate membership or admission option and promote the important conservation work that the National Trust for Scotland undertake. With the support of our members, we can continue to maintain and care for this unique location in Perth.

**What’s included in the role?**

* Providing a warm welcome to visitors
* Assisting with information on National Trust for Scotland membership and helping visitors select the most appropriate admission option
* Offering Branklyn Garden guidebook
* Introducing the garden and providing a copy of the garden map
* Processing memberships / admissions and retail / plant sales using EPOS system
* Replenishing stock as required
* Keeping the admissions / retail and plants areas clean and tidy
* Maintaining a safe environment for staff, volunteers and visitors at all times

Full training will be provided for all aspects of the role.

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

This role will give you the opportunity to meet visitors from around the world and to share your enthusiasm about Branklyn Garden and the National Trust for Scotland.

Trust volunteers can attend special events such as training sessions and are recognised for their work through our national ‘thank you’ programmes.

Volunteer cards are available to all active registered volunteers on completion of 40 hours of volunteering and are renewed each March if volunteers continue to actively assist each year. The card provides:-

* Free admission to all National Trust for Scotland properties
* Free admission to all National Trust (England, Wales, and Norther Ireland) properties
* 20% discount on retail purchases in National Trust for Scotland shops
* 20% discount on the rental price on all NTS self-catering holiday accommodation managed by Sykes, our partner organisation, and 10% for other Sykes properties

**Who will I be working with?**

Generally, you’ll be working with a team of other volunteers and Trust employees. If you need help while volunteering, your volunteer manager or another appointed person will also be around to assist.

**Do I need any previous experience for this role?**

In general, you don’t need any specific experience or qualifications to volunteer with us.

For this role, we’re looking for someone who is enthusiastic about the work of the Trust, passionate about its values and objectives, and happy to engage with people of all ages and backgrounds. You’ll be able to provide clear and helpful information to our visitors and ensure they all have a great experience.

We’ll provide an induction and training for you (all about the Trust, its values and your role) to get started, and we’ll help you keep learning while you’re volunteering with us. This includes free access to all of the courses in our online e-learning system.

**Who can volunteer with the Trust?**

We have an Equality and Diversity policy, and our volunteering opportunities are open to anyone to apply. After you apply, we’ll get in touch to arrange an informal chat with you, to help you understand a bit more about the role and see if it’s right for you.

**What if I need some extra help to volunteer?**

Most of our volunteer roles are flexible and can be tailored to meet your needs. Our volunteer managers will be happy to discuss any help that you might need to volunteer, including adapting the role or assisting with volunteer expenses, when you first meet up.

**Will you carry out any checks before I can start this role?**

For this role, we don’t carry out reference checks, and you won’t be required to have a criminal record check. If there’s any information you’d like to share with us, you will have the opportunity to do this when completing your application / registration form.

**What’s the next step?**

You can apply online now for this role through our website application portal.

If you would like some extra information before applying, you can contact Fiona Williams, Visitor Services Manager on 01738 625535 or [fwilliams@nts.org.uk](mailto:fwilliams@nts.org.uk)

**Last Revision Date**: 28 May 2023