

Birmingham Botanical Gardens

Role Title	Retail Volunteer
Team	Enterprises
Reports to	Retail Manager
Date Issued	February 2011

Introduction

The Birmingham Botanical Gardens is an independent educational charity aiming to offer world class environmental education in a green environment to audiences in all sectors of the community.

The Shop at the Gardens' purpose is to provide a first class retail experience, offering excellent customer service and a wide range of attractive merchandise for sale. All profit generated by the shop contributes directly to the charitable work of the Gardens, and for this reason it is imperative that profits from all commercial opportunities are maximised.

The shop is open 364 days a year.

Role

To be consistently effective and welcoming as part of a sales team within the shop, plant sales and gallery areas. To be supported by volunteer coordinator/mentor as appropriate.

Specific tasks

- All aspects of customer service and selling standards
- Cash handling and use of till
- Stock handling including, receiving deliveries, booking in, replenishment, pricing and visual merchandising
- Picture hanging in the gallery
- All aspects of house keeping

Health and Safety

Implementation of the Gardens Health and Safety and fire procedures as detailed within the Gardens' Standard Instructions.

To undertake any training which from time to time may occur.

Person Specification

Excellent interpersonal and communication skills able to interface effectively with staff, customers, internal and external suppliers.