

Christmas shop Volunteer

Volunteer Role Description



What is a Christmas shop Volunteer?

Christmas shop volunteers help with the smooth running of the Christmas shop and the Mill shop. You will be helping to make sales as well as sorting and tidying stock while providing a friendly and helpful service for all visitors.

Why we want you

The Christmas shop is a well-known popular seasonal attraction at Cromford Mills and this year we need volunteers with excellent customer service to help out.

We particularly welcome members of the local community to apply for this role.

What will you be doing?

- **Training will be given for all areas necessary.**
- Helping people to find what they're looking for, drawing their attention to our amazing Cromford Mills souvenirs and any items that might be of interest.
- Keeping the Christmas shop clean and tidy
- Keeping up to date with what is happening at the Mill so you can inform visitors and answer any questions.
- Being a friendly face and providing a warm welcome for all visitors.
- Being aware of any security risks and raising any concerns you have with staff.
- Undertake smaller admin jobs that will vary week to week.
- As with all roles, become familiar with, and then follow, the Arkwright Society's policies on health and safety and equal opportunities at all times as well as site fire regulations and evacuation procedures.

You'll need to be:

- Warm and friendly and enjoy talking to people of all ages.
- Confident about cash handling and happy to use a till.
- Have good organisational skills and pay attention to detail.
- Able to work on your own and with a team.
- Able to use your own initiative, but take guidance when given.
- Be willing to have a flexible and versatile approach to providing support wherever needed.
- Demonstrate a passion for Cromford and the work of the Arkwright Society.

What will you get out of it?

- Joining in the Christmas cheer here at Cromford Mills
- Becoming part of a friendly and dedicated team
- Interacting with people from all walks of life
- Knowing you are contributing to a great cause and helping to raise money to support the ongoing restoration of Cromford Mills

How much time will it take up?

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract

Cromford Mills is open every day of the year (except Christmas day). There are a variety of shifts available, including whole days and half days. Those days can be flexible. We recommend people volunteer at least once every two weeks to keep up to date with their knowledge. Your time commitment will be discussed with your staff contact/Volunteer Manager.

For your information

Location	Cromford Mills
Volunteer Manager	Hannah Steggles
Staff Contact	Commercial Director – Simon Wallwork Assistant Manager – Jan Hall
Support/Training	Training will be given for using the till. A full site induction will also be given. Monthly social talks are also available to meet other volunteers and staff, and learn more about the history of the site.
Expenses	Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance. A £5 lunch voucher is provided for full day volunteers to be used in either of our wonderful cafes.

About Cromford Mill

At Cromford Mill Sir Richard Arkwright constructed the world's first successful water powered cotton spinning mill in 1771. These mills were the first phase in the development of the factory system and led to the Derwent Valley being described as "the cradle of the Industrial Revolution". In 2001 its historical importance was acknowledged when this part of the Derwent Valley became a UNESCO World Heritage Site.

Cromford Mills is not a museum. It is a multi-purpose site with visitor attractions and business tenants all contributing to the working nature of the site.

The site is undergoing a long-term programme of restoration. There is a variety of restaurants, shops, exhibitions and a regular events and schools programme.

Background to the Arkwright Society

The Arkwright Society is a registered charity (515526). The Society was created by a team of people who worked together to research the Mill site for the festival celebrating the bicentenary of Arkwright's arrival in Cromford in 1971. The Society emerged from this to manage the mills, watercourses and associated buildings and eventually purchased the site in 1979.

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