

Role title:	SoapWorks Assistant
Role purpose:	<p>Soap Works is a brand-new family interactive gallery opening in Port Sunlight in early Summer 2021. It is part of Port Sunlight Village Trust's (PSVT) visitor offer under the umbrella of Port Sunlight Museum.</p> <p>The aim of SoapWorks is to engage and inspire 5-11-year-old children in the STEM subjects (Science, Technology, Engineering & Mathematics) and to appeal to a family audience through the subject of soap and the impact and legacy of village founder William Lever.</p> <p>The SoapWorks Assistant is a new role at PSVT. It has been designed to support PSVT's visitor services staff in ensuring that all visitors to SoapWorks have a safe and enjoyable experience.</p>
Role description and responsibilities:	<p>You will:</p> <ul style="list-style-type: none"> • Provide a warm and friendly welcome to our visitors. • Assist with visitor orientation and answering general questions about Soap Works, Port Sunlight village and the work of PSVT. • Assist with the management of visitor flow and visitor numbers. • Carry out Covid actions: routine cleaning, guidance with 'Clean Hands Kits', ensuring all visitors are wearing face masks • Assisting with retail purchases, using both the till, scanner and card terminal • Undertake audience research on behalf of PSVT, e.g. visitor surveys. • Encourage visitor interaction, play and discovery with the exhibits. • Report any cleaning, exhibit maintenance or safety issues to visitor services staff. • Refer visitors to PSVT staff should they have questions/queries that you are unable to answer. • Carry out duties in a manner that always reflects PSVT's values. • Be a valued member of a friendly, proactive and committed team of staff and volunteers in PSVT's Heritage directorate.
Role reports to:	Camella Cotton, Visitor Services Team Leader.
Where:	This role will be primarily based at SoapWorks, which is located in the Old School Room at the Lyceum on Park Road.

When:	Soap Works will open to the public in Spring 2021, date to be confirmed and subject to Government guidelines. The proposed opening hours for the gallery will be Wednesday to Sunday from 10.00-17.00. Reduced opening hours may be introduced from time to time. Volunteers are required to undertake a 4-hour shift at least twice per month.
Duration:	SoapWorks is a permanent part of PSVT's visitor offer. A review of the role of the SoapWorks Assistant will be undertaken every 6-12 months.
Volunteer requirements:	<ul style="list-style-type: none"> • An interest in and passion for the history of Port Sunlight is essential. • Being comfortable with communicating science and environmental issues is desirable. • Enjoy interacting with people of all ages but children and family groups in particular. • A people person with a flair for good communication. • Committed to delivering exceptional customer service. • Punctual, reliable and committed. • Proactive with a positive and enthusiastic outlook and attitude.
Commitment to you:	<ul style="list-style-type: none"> • A full induction and training programme will be provided to ensure you are fully supported and equipped to carry out the role. • PSVT will observe all UK Government guidelines for volunteers, staff members and visitors, following the Coronavirus outbreak in 2020.
What's in it for you:	<p>You will:</p> <ul style="list-style-type: none"> • Be part of a brand-new gallery, representing the development of PSVT's visitor offer. • Develop new learning and communication skills and enjoy exciting new experiences. • Become part of a friendly and dynamic team. • Be an integral part in representing the contemporary history and heritage of Port Sunlight.
Why we want you:	The knowledge, skills and enthusiasm of volunteers are critical to the visitor experience at Port Sunlight. You will promote the history and significance of the site and the values of PSVT, create a safe and welcoming environment, ensure all visitors get value for money, and drive repeat visits as well as recommendations to families and friends.



Notes:	Reasonable travel expenses (parking fees, train fare) can be recovered for volunteers in line with PSVT's Volunteer Expenses Policy. Receipts must be submitted on a monthly basis.
For more information contact:	Camella Cotton, Visitor Services Team Leader, c.cotton@portsunlightvillage.com , 0151 644 4800