

Role title:	Edwardian Worker's Cottage Assistant
Role purpose:	<p>The Edwardian Worker's Cottage is part of Port Sunlight Village Trust's (PSVT) visitor offer under the umbrella of Port Sunlight Museum.</p> <p>The Edwardian Worker's Cottage provides visitors with the opportunity to step inside a Port Sunlight Cottage, experience everyday life during this period, and interact with a knowledgeable steward who can speak about living in Port Sunlight, today and in the past.</p> <p>The Edwardian Worker's Cottage Assistant will be the sole PSVT representative at this venue and as such will be responsible for ensuring that visitors have an enjoyable and safe experience.</p>
Role description and responsibilities:	<p>You will:</p> <ul style="list-style-type: none"> • Be the sole PSVT representative providing a warm and friendly welcome to our visitors. • Assist with visitor orientation around the property • Present the Edwardian Worker's Cottage describing it's history and purpose. • Answer general questions about Port Sunlight village and the work of PSVT. • Assist with the management of visitor flow and visitor numbers, adhering to current social distancing guidelines • Carry out Covid actions: routine cleaning, inform visitors not to touch exhibits, ensuring all visitors are wearing face masks • Undertake audience research on behalf of PSVT, e.g. visitor surveys. • Report any additional cleaning, exhibit maintenance or safety issues to visitor services staff. 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 The Edwardian Worker's Cottage, which is located next door to Port Sunlight Museum, 22 King Georges Drive.
When:	The Port Sunlight Museum experience will open to the public in Spring 2021, date to be confirmed and subject to Government guidelines. The proposed opening hours for The Edwardian Worker's Cottage 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:	The Edwardian Worker's Cottage is a permanent part of PSVT's visitor offer. A review of the role of Workers Cottage 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. • Enjoy interacting with people of all ages. • 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. • Strong organisational skills, the ability to work independently and comfortable with lone working. • Confident use of radio communications
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 the Edwardian Worker's Cottage Experience. • 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 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