



## Volunteer Role Description

<b>Role Title:</b>	<b>Edwardian Worker's Cottage Steward.</b>
<b>Role Purpose:</b>	<p>The Edwardian Worker's Cottage is part of Port Sunlight Village Trust (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>You 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>
<b>Role description:</b>	<p>You will:</p> <ul style="list-style-type: none"> <li>• Be the sole PSVT representative providing a warm and friendly welcome to our visitors.</li> <li>• Assist with visitor orientation around the property.</li> <li>• Present the Edwardian Worker's Cottage describing it's history and purpose.</li> <li>• Answer general questions about Port Sunlight Village and the work of PSVT.</li> <li>• Assist with the management of visitor numbers and flow.</li> <li>• Undertake audience research on behalf of PSVT , e.g surveys.</li> <li>• Report an additional cleaning, exhibit maintenance or safety issues to visitor services staff.</li> </ul>

	<ul style="list-style-type: none"> <li>• Be a valued member of a friendly and proactive, committed team of staff and volunteers.</li> <li>• Always embody PSVT's core values in your duties.</li> </ul>
<b>Role reports to:</b>	Russell Fielding, PSVT's Visitor Experience Team Leader.
<b>Where:</b>	This role will be primarily based at 22 King Georges Drive, Workers Cottage, Port Sunlight. This is next door to the Museum.
<b>When</b>	<p>The Edwardian Worker's Cottage is open to the public from 10am-4pm.</p> <p>Shifts are 10am-1pm and 1pm-4pm, each shift is 3 hours long and volunteers can do either the morning or afternoon shift.</p> <p>Please note that, on occasion, school groups may be using the cottage for short periods on Monday or Tuesday, outside our normal opening hours, during these times, volunteers may be called on to support the additional opening days.</p>
<b>Duration</b>	<p>The Edwardian Worker's Cottage is a permanent part of PSVT's visitor offer, this volunteer opportunity is open throughout the year.</p> <p>Our volunteers are very welcome to join other volunteering opportunities within PSVT. These opportunities will need to be applied for separately.</p>
<b>Volunteer Requirements:</b>	<ul style="list-style-type: none"> <li>• An interest in and passion for history of Port Sunlight is essential.</li> <li>• Enjoy interacting with people of all ages.</li> <li>• A people person with a flair for good communication.</li> <li>• Committed to delivering exceptional customer service.</li> </ul>

	<ul style="list-style-type: none"> <li>• Punctual, reliable and committed.</li> <li>• Proactive with a positive and enthusiastic outlook and attitude.</li> <li>• Strong organisational skills, the ability to work independently and comfortable with lone working.</li> <li>• Confident use of radio communications.</li> <li>• Ability to follow requirements of museum policies and advice from PSVT staff.</li> </ul>
<b>Our commitment to you:</b>	<ul style="list-style-type: none"> <li>• We will provide you with a full induction, to introduce you to PSVT, part of this will be a walking tour.</li> </ul>
<b>What's in it for you:</b>	<ul style="list-style-type: none"> <li>• Be part of the Museum experience, meeting visitors from all over the world.</li> <li>• Skills and experience in communication, teamwork, and independent working.</li> <li>• Become part of a friendly and dynamic team.</li> <li>• Learn more about the unique history of Port Sunlight and be an integral part of representing the heritage of Port Sunlight.</li> </ul>
<b>Why we want you</b>	<ul style="list-style-type: none"> <li>• The Knowledge, skills and enthusiasm if volunteers are critical to the experience of Port Sunlight, you will promote the history and significance of the site and the values of PSVT, create a safe and welcoming environment, ensuring all visitors get value for money and drive repeat visits, recommendations to families and friends.</li> </ul>
<b>Notes:</b>	<ul style="list-style-type: none"> <li>• Reasonable travel expenses – such as parking fees and train fare – can be recovered by our volunteers inline with PSVT's Volunteer Expenses Policy.</li> </ul>

<b>For more information contact:</b>	<ul style="list-style-type: none"><li>• <a href="mailto:Volunteering@portsunlightvillage.com">Volunteering@portsunlightvillage.com</a></li></ul>
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