*Tea Room Volunteer*

**Help us to create a friendly and efficient Tea Room experience for our visitors.**

Museum opening hours are 11.00-17.00 Thurs- Sun (Spring / Summer)

10.00-16.00 Thurs- Sat (Autumn / Winter)

Volunteers are expected to come in once a week where possible, you will be able o sign up to slots that suit you via our shared rota in google drive.

Our Tea Room closes 30 minutes before the Museum does, to allow for closing down and cleaning up.

We sell a variety of hot and cold drinks, pre-packaged snacks, cake and also some items that need toasting such as Tea Cakes and crumpets.

2-3 times per year we offer Cream Teas.

**Supporting the Duty Manager and other staff by being the main point of contact in the Haven Tea Room**

Duties:

* Covering the Haven Tea Room, including sale and serving of refreshments
* Being present as a point of contact for visitors
* Vigilance around the security and safety of the museum collection
* Assisting Museum staff in Evacuating the museum buildings in an emergency

Whilst you are volunteering for us the Panacea Museum will:

* Provide you the necessary training needed to undertake your duties within the museum.
* Provide a safe working environment, and any equipment or supplies needed
* Assign a member of staff or a volunteer to support you (this will normally be the Volunteering & Engagement Officer)
* Reimburse public transport expenses, and any food expenses incurred if working all day
* Provide you with refreshments during your working hours

Directions:

A 5-minute walk from bus stops on St Paul's Square, also the Museum is opposite the bus stop on Newnham Road.

The nearest parking is Lurke Street multi storey. Parking costs whilst volunteering are reimbursed.

Requirements:

* Good communication skills- comfortable talking to visitors and welcoming them
* Able to take money and give change using mental arithmetic.
* Confident to make and serve drinks and snacks including use of a toaster and coffee machine.
* IT skills would be a benefit, as we use an iPad and a wireless card reader.

What’s in it for you:

* Social aspect, meeting new people.
* Development of customer service skills, retail skills.
* Food Hygiene Training (paid for by us)
* Option to assist with special events.
* Food expenses are covered if a Volunteer works a full day (two shifts) up to a maximum of £5.00
* 2-3 volunteer trips per year, either a lunch (paid for) or a trip to another museum
* Reimbursed travel costs- e.g. bus fares or parking fees

If you are not able to attend as scheduled, **please inform us as early as possible so we can arrange cover**.

Please call or email the Volunteering & Engagement Officer. If it is a weekend, call the museum main number 01234 353178 during opening hours.