



Volunteer Retail Assistant

The Somerset & Dorset Heritage Railway at Midsomer Norton is a volunteer-run heritage and tourism attraction in Midsomer Norton. It is also a much-loved community asset. 2022/23 has seen a planned increase in the operating days at the station and we are seeking Volunteer Retail Assistants to help in our two retail outlets.

Purpose

The shop is usually the first and last point of contact for our visitors when they are on site and we also run an emporium of second-hand items. Both outlets are important parts of our income generation, which allows us to continue operating the trains and other key assets on the site. We are committed to ensuring that the shop and emporium are open whenever the site is open for public-facing activities.

Location

Midsomer Norton Station, Silver Street, Midsomer Norton, BA3 2EY.

Responsibilities and duties

The role involves serving customers who are purchasing tickets and/or items from the shop or emporium, stocking shelves/displays and giving a warm welcome to our visitors. Some basic till work will be involved along with taking payments by cash and card.

Previous experience is not necessary but a willingness to engage with our visitors is essential. We pride ourselves on our friendliness towards our customers.

You will be working as part of a team but there may be occasions where working solo in the shop or emporium is required (although there will always be other people on site and cover available for comfort and meal breaks).

Time Commitment

We usually open on weekends with some planned additional weekdays during the summer. Please see www.sdjr.co.uk for our opening dates for 2022/23. This role is part of a team and successful candidate/s will be asked to liaise with the Head of Retail about their availability and the rota of operating days.

Support

Full training will be offered.