

# REAL EXPERIENCES

## REAL OPPORTUNITIES

### **Work Placement - Hengistbury Head Visitor Centre Support**

#### **Placement Purpose and Objectives**

A voluntary role based at Hengistbury Head Visitor Centre. The placement involves assisting in the day to day running of the Visitor Centre, which is situated in the beautiful setting of Hengistbury Head Nature Reserve.

#### **Main Duties and Responsibilities**

- Front of house, welcoming visitors to the Centre and providing information for their visit
- Assisting in the gift shop: serving customers; using the till; refilling stock; keeping shelves tidy;
- Reception duties - answering the phone, answering queries, taking messages for staff, taking bookings for events
- Experience of handling cash
- Assisting/talking to visitors/groups in the exhibition area
- Daily Visitor Centre duties at the start and end of each day: switching displays on/off; opening/closing doors; putting out/bringing in furniture and items for sale; putting out/bringing in signs; updating noticeboards; topping up bird feeders; feeding the fish; sweeping floors; general housekeeping
- Assisting with activities and events: themed, seasonal trails; craft events such as reindeer making; guided tours and walks; school visits
- Setting up for events: putting out tables and chairs; preparing drinks
- Assist with general administration/computer work
- Assist the Curator of the museum section: archiving; exhibition curation; care of archaeology collections
- Experience of/training in Health and Safety and First Aid
- Assist with visitor surveys and other projects

#### **Experience and Benefits of the Placement**

- Experience in a real working environment
- Customer service
- Communication skills
- Retail and cash handling
- Running a visitor attraction
- Natural history and archaeology of Hengistbury Head
- Organising/running events
- Flexible hours
- Training provided