



Carmarthenshire
Heritage Regeneration Trust

Introduction to Plas Llanelly House

The development and restoration plans for Plas Llanelly House has been in existence since the 1990's when Llanelli Town Council purchased the then vacant 18th C Georgian property. The Carmarthenshire Heritage Regeneration Trust (CHRT) became involved in the late 1990's and worked to acquire the lease from the Council and to raise the nearly £7m needed to purchase, design, plan, restore, and fit out the property as a community and visitor based heritage Centre.

Llanelly House was designed to offer an exciting interpretation of the restored House as well as providing a range of heritage attractions, cafe, retail and education facilities and services for visitors and to the local community. The House will need to be self sustaining through a balanced selection of income generation and income earning activities. Integral to the plans for Llanelli House as a sustainable visitor attraction are the inclusion of well trained and motivated volunteers, representative of the community and the environment in which the House operates.

Plas Llanelly House opened on the 6th November 2013 and it is anticipated that it will host more than 30,000 visitors a year. Plans are in development to further enhance the visitor offer and these are due for completion in the Summer of 2014.

Role Description : Volunteer Retail Assistant

What is a Volunteer Retail Assistant?

You will be providing invaluable help with the running of the shop, keeping it stocked and attractively displayed. You can get involved as much or as little as you like by: sorting out stock; helping with shop displays; getting EPOS trained in order to serve customers at the till. You will represent Plas Llanelly House, providing the best possible service whilst being part of a highly committed, flexible team in order to offer a quality retail space serving visitors, local community and raising as much money as possible for the organisation.

Typical tasks include

- Serving Customers, taking cash and providing all round good customer care
- Unpacking and pricing stock
- Working on displays both in the shop and throughout the House that reflect the wide range of activities being undertaken within the building
- Keeping the shop tidy, clean and well organised
- Interacting with the general public

This role will suit people who can demonstrate:

- An enthusiastic attitude
- Good communication skills
- An interest in local history and the community
- Good people and organisational skills

- Can be flexible with time commitments
- An eye for detail or flair for design
- The ability to work as part of a team and get on well with other volunteers and staff
- Willing to be flexible, assisting when necessary with reception tasks such as meeting and greeting visitors, and dealing with enquiries.
- Ensures the health and safety of visitors, staff and volunteers by following the designated procedures for Health and Safety, Equalities, Access, Child Protection etc.
- An agreement to work in a way that fully reflects the Volunteering Policy and the guidance set out in the Volunteers Handbook

What we offer

- The chance to meet and work with a variety of different people from different walks of life
- Comprehensive induction and specialist training as required
- Reimbursement of reasonable out-of-pocket expenses when on duty
- Recognition of the valuable contribution volunteers make through discounts at the House and participation in events held during Volunteers Week
- The opportunity to develop additional skills that will further enhance both Plas Llanelly House and yourself.

Extra Information:

Your location :

Plas Llanelly House Shop

Time commitment:

Variable to suit the individual and the shop. A minimum of 4 hours per week, or more if you can. The shop is open Mon-Sat 10-5pm including Bank Holidays

Volunteer Officer:

House Manager

Reporting to:

Retail Manager

What you need to wear:

Smart, casual clothing in black, no jean style trousers, leggings or trainers. An identifying name badge will be provided

Training/ Resources:

Specific training will be given as part of induction. Information about the House together with a Volunteer Handbook will also be provided

Expenses:

Reimbursement of reasonable out-of-pocket expenses

For more information:

01554772857