

Volunteer Role Profile



Role title:	Raffle Ticket Seller
Department :	Charitable Incorporated Organisation
Responsible to:	Volunteer Coordinator
Hours:	Varied throughout the year. Mainly attending events as part of the exhibition display.
Purpose:	To sell raffle tickets to raise funds for the Gloucester Railway Carriage and Wagon Museum Charitable Incorporated Organisation.

Main duties and responsibilities:

- Checking float at the start of the day
- Selling raffle tickets at events site during the day in a pro-active yet friendly way to our customers
- Ensuring all raffle ticket stubs are clearly and completely filled in, giving the customer their part, and retaining the stub for entry into the raffle draw
- Ensuring data protection regulations are complied with at all times
- Reconciling income received at the end of the day

Training:

You don't need to have lots of knowledge, just an enthusiasm for meeting and interacting with customers.

You are not expected to have all the skills that you will require to carry out this role. Training will be provided, to enable you to carry out your role with confidence and to the standards set.

- Full induction and ongoing support, including Health and safety

However, we do expect you to;

- be of tidy appearance and wear reasonably smart clothes (or the Gloucester Railway Carriage and Wagon Museum polo shirt).
- adhere to all health & safety, railway safety and fire procedures are followed
- not report for duty under the influence of alcohol or narcotics
- be friendly, polite and helpful
- be punctual and responsible
- work well with the team and well as on your own initiative
- be confident when meeting new people and communicate well

Benefits of volunteering:

All of our volunteers are members of the Gloucester Railway Carriage and Wagon Museum Charitable Incorporated Organisation and whilst this costs a nominal subscription fee, it gives you access to a number of benefits, including:

- Discounted purchases from the Gift Shop and Tea Room
- Access to great social activities, including away days and social evenings
- The chance to support us in keeping your railway and transport heritage alive in Gloucestershire and South Wales