

### **What is an Arkwright's Attic Volunteer?**

Our Attic volunteers help with the smooth running of the Cromford Mills charity shop. You will be helping to make sales as well as receiving, sorting and displaying donated items, while providing a friendly and helpful service for all visitors.

### **Why we want you**

Arkwright's Attic is a well-known fixture at Cromford Mills and we need volunteers with excellent customer service and organisational skills to ensure it can be open to the public and maximize the funds raised in support of the Arkwright Society.

### **What will you be doing?**

- Being a friendly face, providing a warm welcome for all visitors.
- Helping people to find what they are looking for.
- Managing customer transactions and accepting payments.
- Recording sales throughout the day.
- Cashing up and completing relevant paperwork at the end of the day.
- Organising new donations, pricing items for sale.
- Keeping the shop clean and tidy.
- Keeping up to date with what is happening at the Mill so you can inform visitors and answer any questions people have about the site.
- Being aware of any security risks and raising any concerns you have with staff.
- As with all roles, become familiar with and at all times follow the Arkwright Society's policies on health and safety and equal opportunities, as well as site fire regulations and evacuation procedures.

### **You'll need to be:**

- Enthusiastic, warm and friendly and enjoy talking to people of all ages.
- Confident about cash handling and happy to use a card payment machine.
- Have good organisational skills and pay attention to detail.
- Able to work on your own and with a team.
- Able to use your own initiative but take guidance when given.
- Demonstrate a passion for Cromford Mills and the work of the Arkwright Society.

### **What will you get out of it?**

- Becoming part of a friendly and dedicated team.
- Interacting with people from all walks of life.
- Knowing you are contributing to a great cause and helping to raise money to support the ongoing restoration of Cromford Mills.

**This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract**

## How much time will it take up?

Cromford Mills is open every day of the year (except Christmas day). There are a variety of shifts available, including whole days and half days. Those days can be flexible. We recommend people volunteer at least once every two weeks to keep up to date with their knowledge. Your time commitment will be discussed with your staff contact.

## For your information

<b>Location</b>	Cromford Mills
<b>Staff Contact</b>	Head of Engagement
<b>Support/Training</b>	A full site induction will be given Induction and training for Arkwright's Attic, including taking payments using the card payment machine, cashing up and completing relevant paperwork.
<b>Expenses</b>	Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance Lunch vouchers are available for day volunteers for use in either of our cafes.

All volunteers are given a car parking pass when they start and a discount card to use in the Mill shop and the Arkwright Society cafes after they have completed their induction and first month of volunteering.

## About Cromford Mill

At Cromford Mills, Sir Richard Arkwright constructed the world's first successful water-powered cotton spinning mill in 1771. These mills were the first phase in the development of the factory system and led to the Derwent Valley being described as "the cradle of the Industrial Revolution". In 2001 its historical importance was acknowledged when this part of the Derwent Valley became a UNESCO World Heritage Site.

Cromford Mills is a multi-purpose site with visitor attractions and business tenants all contributing to the working nature of the site. The site is undergoing a long-term programme of restoration. There is a variety of shops, cafes, exhibitions and a busy event and education programme.

## Background to the Arkwright Society

The Arkwright Society is a registered charity (515526). The Society was created by a team of people who worked together to research the Mill site for the festival celebrating the bicentenary of Arkwright's arrival in Cromford in 1971. The Society emerged from this to manage the mills, watercourses and associated buildings and eventually purchased the site in 1979.

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