



Gift Shop Volunteer- Wednesday

Department: Visitor Centre

Reference: Gift shop Wed

Our Organisation

Ferring Country Centre is a charity providing support to people with learning disabilities. Having started in 1986 with 12 beneficiaries we have expanded over the years and now provide services to around 130 beneficiaries each week.

Our organisational mission is:

“To support people with learning disabilities to grow their independence, connect with others and create a good life.”

In addition to our Day Service our Garden Centre, Ranger’s Café, Gift Shop, Dales Farm, and Riding School are open to the general public, seven days per week. This allows everyone to share our beautiful site and excellent facilities and allow those we support the opportunity to develop social and customer service skills in a safe and supported environment.

Line Management

Learning, Development and Volunteer manager and Visitor Centre Manager

Purpose of Role

To assist the Gift shop team to provide excellent customer service to Visitors at the centre.

Experience preferred but training will be provided.

Key Responsibilities

- General customer service
- Using the till
- Stock rotation
- General gift shop duties.

Key Information

Hours: 10:00am until 13:00pm

Shifts: Wednesdays

DBS: Subject to an enhanced DBS

Contact Information

☎ Telephone: 01903 245078

✉ Email: volunteers@ferringcountrycentre.org

A Charity Supporting People with Learning Disabilities

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Qualifications	Essential	Desirable
Relevant qualification		Y
Good general level of education, including basic reading and writing skills	Y	
Commitment to undertake further training as required	Y	

Experience	Essential	Desirable
Experience of working with people with learning disabilities		Y
Previous hospitality experience		Y
Experience of working in a fast paced environment		Y

Knowledge and Skills	Essential	Desirable
Excellent time management	Y	
Adaptability	Y	

Personal Attributes	Essential	Desirable
Flexible, enthusiastic and committed	Y	
Self-motivated and resourceful	Y	
Respectful and understanding of diversity	Y	
Calm and resilient	Y	