



New Lanark World Heritage Site Retail Volunteer

Do you like working with people? Do you have experience in customer service? Are you interested in Scottish textiles?

Our Retail Volunteers are a vital part of the New Lanark team and support our Retail Team to deliver friendly, high-quality customer service, organise inviting shop displays, and sell and promote our exclusive products such as New Lanark Wool and Lochcarron Tartan range.

New Lanark is a UNESCO World Heritage Site of international significance and a registered charity – by volunteering with us, you are helping to support New Lanark to continue to preserve our history and heritage for future generations.

What will you be doing?

- Managing and monitoring cash and card transactions.
- Helping with the management of stock.
- Selling and promoting retail products in the New Lanark Gift Shop.
- Selling and promoting exclusive products such as New Lanark Wool and Lochcarron Tartan range.
- Creating engaging floor and window displays.
- Sharing New Lanark's textile history.
- Collecting feedback from visitors.
- Selling New Lanark ice-cream.

What skills might you need?

- Good communication skills and the ability to engage with a wide range of people such as with international and local visitors and tour groups.
- The ability to provide a welcoming retail environment, maintaining a well-ordered range of products that are displayed in an attractive and appealing manner.
- Confidence and a positive attitude.
- Previous experience in a retail environment would be advantageous, but not essential.

Ongoing support, training and skills development will be provided for these duties.



What skills can you develop through this role?

- Experience of working in the heritage, tourism and retail industries
- Experience of working within a World Heritage Site of international interest
- Skills in Retail and Customer Service
- Working in a constructive team environment

Time Commitment

- Year round and flexible
- Estimated 4 hours (or more) per week (Monday to Sunday).

Opportunities & Benefits

- Meeting a wide variety of people from across the globe
- Access to ongoing support and opportunities for training and development
- Developing skills, confidence and increased sector specific knowledge
- Networking with other industry professionals and organisations
- Opportunities to gain further experience within the volunteer team where appropriate
- A 25% discount in The Mill Cafe and 20% in The Mill Shop (excluding alcohol, books, food, Locharron, and Jessica Graaf)

Requirements

- Details of references will be requested
- A Disclosure Scotland check will be conducted for volunteers at the expense of New Lanark Trust
- If accepted, you will be invited to attend some days on site for induction, briefing and training, including a tour of the site
- All volunteers will undertake a trial period of one month

Uniform

- There is no uniform in place currently; however, we ask that Volunteers wear a New Lanark Volunteer Badge, which is left on site at the end of each shift. For special events, you may be asked to wear a branded New Lanark top or fleece.

Key Contact:

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