

Visitor services – Reception duties, guided tours, artefacts maintenance

Requirement of role

- Willingness to learn new skills
- Willingness to work as part of a team
- Public speaking/communication skills
- Numeracy/till/public interface skills
- Being a team worker
- Ability to study and remember important information
- A sense of humour and patience
- Being at ease with people from all backgrounds
- Ability to manage groups of people
- Ability to lead programmed guided tours

Tasks to be undertaken

- Studying information about the heritage of Eskdale and Eskdale Mill and sharing with visitors
- Turn lights on/off in building
- Daily check of displays
- Issuing tickets/operating till/visitor support
- Giving a short introduction to pre-booked and ad-hoc tour groups
- Ad-hoc guided tours that meet the needs of different visitor groups
- Receiving phone calls/answering questions
- Annual artefacts/museum collections care and cleaning (when the mill is closed for the winter)
- Running the gift shop and reception

Training

- Background and content to heritage
- Customer service and communication skills
- Leading guided tours
- Health and safety
- Financial/book-keeping systems
- Answering the phone
- Operating the till
- Maintaining historical artefacts

Reports to

- Mill Manager

Time commitment

1 day per week or more

Gardening – hands-on practical work

Requirements of role

- Willingness to work in a team
- Willingness to learn new skills
- Enjoyment of the great outdoors
- Good communication skills
- Adaptable to different tasks on different occasions
- Independent thinking when required
- Ability to judge a situation and respond accordingly

Tasks to be undertaken

- General grounds maintenance including weeding, pruning, cutting
- Grass cutting
- Clearance of dead growth and preparing for recycling
- Litter picking
- Clearing pathways
- Outdoor activities that ensure a well-presented, safe mill site
- Gardening tasks, such as planting, sowing, pruning, composting, harvesting

Training

- General gardening
- General maintenance
- Lifting and handling
- Looking after tools
- Health and safety
- Safe use of power tools

Reports to

- Mill Manager

Time commitment

1 day per week minimum

**Buildings & grounds
maintenance and machinery
operation - hands-on practical
work**

Requirements of role

- Willingness to learn new skills
- DIY and practical skills
- Willingness to work as part of a team
- Competence in handling tools safely
- Ability to observe good health and safety practice
- Ability to bend, kneel and stretch comfortably
- Ability to climb a ladder safely
- Ability to lift moderate weights
- Enjoyment of the outdoors
- Communication skills
- Pro-active environmental consideration

Tasks to be undertaken

- Operating waterwheels & mill machinery
- Cleaning and maintenance of waterwheels & mill machinery
- Monitoring of waterwheels & mill machinery
- Identify and record machinery faults
- Repair of minor faults
- Reporting of major faults
- Occasional machinery demonstrations
- Building maintenance
- Grounds maintenance
- Use of power tools
- Cleaning toilet/reception/volunteer welfare facilities

Training

- Conservation and operation of mill machinery and building maintenance
- Lifting and handling
- Using tools
- Looking after tools
- Health and safety
- Fault reporting procedure
- Safe use of power tools/machinery

Reports to

- Mill Manager

Time commitment

1 day per week minimum