**Position Summary:** As a Shop and Cafe Volunteer at Flag Fen, your main goal will be to ensure that visitors have an enjoyable and enriching experience during their visit. You will work with the team to maintain and run the shop and cafe areas, providing a welcoming atmosphere and excellent customer service to all visitors.

Key Responsibilities:

* Welcome visitors to the shop and cafe area, providing them with information about the site
* Assist with the sale of merchandise and food and beverage items, handling cash and credit card transactions
* Prepare and serve food and beverages to customers, following all health and safety guidelines
* Help to maintain a clean and organised shop and cafe area, including stocking shelves and fridges, cleaning tables, and ensuring that all equipment is in good working order
* Work with the team to develop new products and merchandise that align with the site's mission and values
* Engage with visitors and answer their questions, providing recommendations and suggestions for activities and experiences at Flag Fen
* Attend team meetings and training sessions as required

**Qualifications:**

* Friendly and outgoing personality with excellent communication skills
* Ability to work well in a team environment
* Basic math skills for handling cash and credit card transactions
* Ability to stand for long periods of time and lift and carry up to 25 pounds
* Food handling and safety certification (training will be provided if necessary)

**Benefits:**

* Opportunity to meet new people and interact with visitors from all over the world
* Gain experience in customer service, sales, and food service
* Learn about the history and culture of Flag Fen and its importance as an archaeological site
* Opportunity to work in a beautiful and unique outdoor environment

**Time Commitment:**

Volunteers are expected to commit to a minimum of one shift per week (approximately 4 hours). Shifts are available on weekdays and weekends, with some evening shifts during special events.

**What’s in it for you?**

* Meet new people including Flag Fen founders Francis Pryor
* Have the opportunity to learn new skills
* Become part of a friendly and dedicated team.
* You will learn more about this historic landscape.
* Experience past ways of life by using traditional skills that were used up to 3000 years ago
* Engagement with our inquisitive visitors.
* A sense of achievement that you have helped us make sure that Flag Fen stays open for future generations.

**About Flag Fen**

Flag Fen is a place where you can see remains of the well preserved Bronze Age causeway, reconstructed round house, unspoilt Fenland landscape packed full of wildlife and much more. Visitors are invited to explore a prehistoric landscape full of stories, reconstructions and artefacts.

The story of Flag Fen begins in 1971 when excavations ahead of the construction of Peterborough New Town revealed an almost intact Bronze Age landscape, which ran along the edge of the drained fen. It was in 1982 when archaeologist surveying the depths of the Flag Fen basin came across timbers of what was to prove an internationally important site. Excavations in the basin continue to find prehistoric settlements, farms, barrows, cemeteries and religious sites along with managed river causeways across the developing fen marsh.

Every year we discover something new about the lives of our prehistoric ancestors around the Flag Fen basin- which is now recognised as one of the most important archaeological sites in Europe.

We aim to enrich people’s lives, encouraging enjoyment, learning and participation through our public programme, training and volunteering schemes. We hold events throughout the year, family activities during the holidays, a programme for schools and community-focused initiatives. We are a space for people to be active, learn new things, look at the world differently, make friends and give something back.

|  |  |
| --- | --- |
| **Where** | Flag Fen,  The Droveway,  Northey road,  Peterborough  PE6 7QJ |
| **Time Commitment** | Sessions will run Weekends from 10am – 3pm (flexible). You can opt in to sessions that work for you. |
| **Responsible to** | Name: David Savory Position: Assistant General Manager Email: David.savory@peterboroughlimited.co.uk |
| **Training** | Flag Fen induction, run through processes, and shadowing sessions to learn more about role and chosen activity. |
| **Other** | As a regular volunteer you will be issued with a membership card, which gives you free entry to Flag Fen and all un-ticketed events |

**If you are interested**

Please contact David Savory - David.savory@peterboroughlimited.co.uk