



Volunteer Role Description

Role title
Visitor Centre Volunteer – NWT Hickling Broad Visitor Centre (Seasonal role)
Purpose of your role
To welcome visitors to our visitor centre, providing excellent visitor care. Helping with all visitor centre duties, including; sales, promoting membership and boat trips.
Type of work you will be involved with
<p>Providing an enthusiastic and warm welcome to all visitors as an ambassador of NWT. Actively promoting and completing sales of NWT membership, to include gift aid and direct debit. Boat trip bookings & promotion. Dealing with sales transactions including operating the till and credit card machine. Responding to telephone queries. Actively ensuring the visitor centre is clean and welcoming at all times. Engaging with visitors and helping them make the most of their visit, including what can be seen on the reserve today and other NWT reserves to visit Checking deliveries, pricing, re-stocking displays, assisting with stock takes. Other duties as instructed by the Centre Coordinator. <i>Additional Responsibilities can be added to the role if you are willing, including:</i> Balancing and cashing up the till at the end of the day Key holder - opening and closing the Visitor Centre (in the absence of the Centre Coordinator) Supervising Visitor Centre Volunteers working with you</p>
Skills and abilities you will be using in your role
<p>Friendly, enthusiastic and welcoming personality Customer service skills & confidence to actively sell NWT membership and goods Love of wildlife and wild places Numerate and able to keep accurate records and use the till (training will be provided) Reliable time keeper The ability to work as part of a team and on your own initiative Ability to multi-task at peak times Ability to communicate with members of the public of all ages</p>
You will be based at
<p>NWT Hickling Broad Visitor Centre The centre is open daily from Easter to October 10am to 5pm</p>
Times/days we would like you to be available
Be part of the core visitor centre team if you can volunteer one day a week, or alternatively you could cover volunteer's holidays/school holidays/weekends on a more flexible basis
Benefits to you
<p>Working in a fabulous and unique location close to wildlife and nature Opportunity to enhance and share knowledge about and passion for local wildlife Develop skills in customer service, retail and communication Become a valued member of a professional team Reimbursement of travel expenses</p>
Your supervisor :
Visitor Centre Coordinator
Other key NWT relationships
Visitor Services & Sales Manager, Sales Officer, Broads North Warden
Notes/Special requirements
This centre hosts frequent school party visits and education trips – so a child friendly approach is essential.

