



Volunteer Role Description

Role title
Visitor Centre Volunteer – NWT Hickling Broad Visitor Centre (seasonal role)
Purpose of your role
To help with all visitor centre duties and take responsibility for the running of the centre in the absence of the Centre Coordinator
Type of work you will be involved with
Key holder - opening and closing the Visitor Centre (in the absence of the Centre Coordinator) Provide a positive image of Norfolk Wildlife Trust Promoting membership (including corporate membership) Sales/customer service Boat trip bookings Respond to telephone queries Stock checking, pricing and merchandising Cleaning and maintaining all aspects of the visitor centre Operating the till and balancing and cashing up at the end of the day Supervising Visitor Centre Volunteers working with you
Skills and abilities you will be using in your role
Friendly, enthusiastic and welcoming personality Love/knowledge of wildlife and wild places Cash handling Numerate and able to keep accurate records Reliable time keeper Work as part of a team and on own initiative Ability to multi-task at peak times Ability to communicate on a professional level with people from public & professional bodies (e.g. Broads Authority, School Teachers, etc)
You will be based at
NWT Hickling Broad Visitor Centre The Centre is open daily from Easter to October 10am-5pm
Times/days we would like you to be available
Flexible full or part time
Benefits to you
Working in a fabulous and unique location close to wildlife and nature Opportunity to enhance /share knowledge about and passion for local wildlife Develop skills with customer service delivery/sales with the possibility of formal training Become a valued member of a professional team Reimbursement of travel expenses
Your supervisor :
NWT Hickling Broad Visitor Centre Coordinator
Notes/special requirements
This centre hosts frequent school party visits and education trips – so a child friendly approach is essential. A First Aid qualification would be an advantage – training can be offered in this area if required. Currently there is no fresh drinking water on site but bottled water is always available.