



Volunteer Role Description

Role title
Visitor Centre Volunteer – NWT Ranworth 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 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 Ranworth Broad Visitor Centre The Centre is open daily from Easter to October 10am-5pm
Times/days we would like you to be available (Minimum time commitment)
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 Ranworth Broad Centre Coordinator
Notes/special requirements
The Visitor Centre is a floating thatched building accessed via a small drawbridge which must be winched up and down during the opening/closing operation. There is also a chain to be winched up each day at the edge of the Broad. Therefore you must be able to operate this equipment. Full training will be provided for all aspects of the role. There is no running water on site and a compost toilet is provided for staff and volunteer use only. Water is brought in by staff every day. 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 provided in this area.