



# Volunteer Role Description

<b>Role title</b>
Visitor Centre Volunteer - NWT Weeting Heath Visitor Centre
<b>Purpose of your role</b>
To support the Summer warden and assistant with all day to day visitor centre activities and take responsibility for ensuring all visitors are welcomed and given any information they require about Weeting Heath and the work of NWT.
<b>Type of work you will be involved with</b>
Providing an enthusiastic and warm welcome to all visitors. Providing information about the nature reserve and its wildlife Provide a positive image of Norfolk Wildlife Trust To actively promote sale of retail items and NWT memberships Stock checking, pricing and merchandising Dealing with sales transactions including till operation Ensuring the Visitor Centre is clean and welcoming at all times Other duties as instructed by the Centre Coordinator
<b>Skills and abilities you will be using in your role</b>
Excellent communication and people skills Love/knowledge of wildlife and wild places Cash handling Numerate and able to use cash register (training will be provided) Reliable time keeper
<b>You will be based at</b>
Weeting Heath Visitor Centre
<b>Times/days we would like you to be available</b>
Flexible (full or part time)
<b>Benefits to you</b>
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 Become a valued member of a professional team Reimbursed travel expenses
<b>Your supervisor</b>
Summer Warden and/or assistant
<b>Notes/special requirements</b>