



## Volunteer Role Description

<b>Role title</b>
<b>Visitor Centre Volunteer</b> – NWT Ranworth – Malthouse Staithe – Visitor Centre
<b>Purpose of your role</b>
To welcome visitors to our visitor centre, providing excellent visitor care. Helping with all visitor centre duties, including; sales, promoting membership and boat trips.
<b>Type of work you will be involved with</b>
<p>Providing an enthusiastic and warm welcome to all visitors as an ambassador of NWT, including answering the phone.</p> <p>Actively promoting and completing sales of NWT membership, to include gift aid and direct debit.</p> <p>Boat trip bookings &amp; promotion.</p> <p>Engaging with visitors, promoting all NWT reserves throughout Norfolk and what can be seen on our reserves today, helping them make the most of their visit.</p> <p>Dealing with sales transactions including operating the till and credit card machine..</p> <p>Actively ensuring the visitor centre is clean and welcoming at all times.</p> <p>Checking deliveries, pricing, re-stocking displays, assisting with stock takes.</p> <p>Other duties as instructed by the Centre Coordinator.</p> <p><i>Additional Responsibilities can be added to the role if you are willing, including:</i></p> <ul style="list-style-type: none"> <li>Balancing and cashing up the till at the end of the day</li> <li>Key holder - opening and closing the Visitor Centre (in the absence of the Centre Coordinator)</li> </ul>
<b>Skills and abilities you will be using in your role</b>
<p>Friendly, enthusiastic and welcoming personality</p> <p>Customer service skills &amp; confidence to actively sell NWT membership and goods</p> <p>Love of wildlife and wild places</p> <p>Numerate and able to keep accurate records and use the till (training will be provided)</p> <p>Reliable time keeper</p> <p>Ability to multi-task at peak times</p> <p>Ability to communicate with members of the public of all ages</p> <p>The ability to work as part of a team and on your own initiative. This centre can be busy at times but also very quiet with few visitors particularly in poor weather. You must be able to cope happily with the peaks and troughs of visitor numbers.</p>
<b>You will be based at</b>
NWT Ranworth – Malthouse Staithe – Visitor Centre (i.e. not the floating visitor centre)
<b>Times/days we would like you to be available</b>
Ideally half day / day but flexible. The centre is open 7 days a week, 10am – 5pm April – October
<b>Benefits to you</b>
<p>Working in a unique location close to wildlife and nature</p> <p>Opportunity to enhance and share knowledge about and passion for local wildlife</p> <p>Develop skills in customer service, retail and communication</p> <p>Become a valued member of a professional team</p> <p>Reimbursement of travel expenses</p> <p>Free entry to our Nature Reserves which normally charge for admission.</p> <p>Ongoing support and training</p>
<b>Your supervisor :</b>
Visitor Centre Coordinator
<b>Other key NWT relationships</b>
Visitor Services & Sales Manager, Sales Officer