



Volunteer Role Description

Role title
Visitor Centre Volunteer – NWT Weeting Heath 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. Weeting Heath is part of the Wings Over the Brecks project, opening up the secret lives of the unique wildlife found in the Brecks. We have live video footage of the stone curlews at Weeting available in the visitor centre and our website and we help promote the work of our partners in the project, RSPB and the Forestry Commission.
Type of work you will be involved with
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. 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.
Skills and abilities you will be using in your role
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
You will be based at
NWT Weeting Heath Visitor Centre
Times/days we would like you to be available
Flexible, a half day a week is preferred, but we may be able to accommodate volunteers who are not able to make a very regular commitment. The Centre is open March to August 9.30am - 4.30pm
Benefits to you
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
Your supervisor :
Summer Warden or assistant
Other key NWT relationships
Visitor Services & Sales Manager, Sales Officer
Notes/Special requirements
This centre hosts frequent school party visits and education trips – so a child friendly approach is essential.