



## Volunteer Role Description

<b>Role title</b>
<b>Visitor Centre Volunteer</b> – NWT Holme Dunes
<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.
<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.</p> <p>Actively promoting and completing sales of NWT membership, to include gift aid and direct debit.</p> <p>Dealing with sales transactions including operating the till and credit card machine.</p> <p>Responding to telephone queries.</p> <p>Actively ensuring the visitor centre is clean and welcoming at all times.</p> <p>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</p> <p>Supporting the café at busy times, such as clearing tables &amp; operating till (no food handling)</p> <p>Checking deliveries, pricing, re-stocking displays, assisting with stock takes.</p> <p>Other duties as instructed by the Centre Coordinator.</p>
<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>The ability to work as part of a team and on your own initiative</p> <p>Ability to multi-task at peak times</p> <p>Ability to communicate with members of the public of all ages</p>
<b>You will be based at</b>
NWT Holme Dunes Visitor Centre
<b>Times/days we would like you to be available</b>
<p>Flexible. A half day a week is preferred, but we are able to accommodate volunteers who are not able to make such a regular commitment</p> <p>The visitor centre is open 10am to 5pm Easter to October, there is also an option to work weekends during the winter.</p>
<b>Benefits to you</b>
<p>Working in a fabulous and 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>
<b>Your supervisor :</b>
Visitor Centre Coordinator
<b>Other key NWT relationships</b>
Visitor Services & Sales Manager, Sales Officer
<b>Notes/Special requirements</b>
The Visitor Centre building is situated at the end of mile long gravel track and is part of the warden's accommodation. There is no public transport service from the village. This centre hosts frequent school party visits and education trips – so a child friendly approach is essential.