

**Volunteer Role Description**

**Role Type:** Volunteer Retail Assistant – Peterborough, Westgate

**Where:** The Westgate Arcade, Queensgate Shopping Centre, Peterborough

**When:** From 13th November to 24th December 2019

**Commitment:** Flexible during shop opening hours (anytime between 10am to 4pm). This is a vital volunteering commitment and the ability to commit to regular days and times would be ideal, from Mondays to Saturdays inclusive.

**Duration:** 6 weeks

**Requirements:**

The Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire is embarking on an exciting project to create a pop-up shop for 6 weeks in The Westgate Arcade, Queensgate Shopping Centre, Peterborough. The gift shop will be crucial in raising the profile of the Wildlife Trust and generating more income for the work we do around the three counties. The shop will also promote and sell memberships of The Wildlife Trust.

The role of Volunteer Retail Assistant will be vital in generating extra income but can be flexible to your skills and interests, and will entail some or all of the following:

* working with staff and other volunteers to provide a positive and welcoming first impression for all customers
* selling our range of gift items at the shop
* restocking retail products and information sources as required
* promoting and selling memberships and gift memberships of The Wildlife Trust
* providing information on the Wildlife Trust and Wildlife Trust membership
* Using the till and handling cash
* ensuring the counter and shop are kept organised and tidy

**Qualities / Experience / Skills sought:**

If you have an interest and enthusiasm for wildlife and enjoy working with people, then this may be the volunteer opportunity for you. We’re looking for people who:

* have an interest in wildlife and the work of the Wildlife Trust
* have a cheerful, friendly and approachable manner when talking to the public
* are willing to act as the public face of the Wildlife Trust BCN and present a positive image of our organisation
* enjoy working as part of a team
* have numeracy skills and ideally have cash handling or retail experience
* are conscientious in their approach to undertaking tasks

**Benefits to you:**

As a Volunteer Retail Assistant you will have free access to the Trust’s Wildlife Training Workshops to support your wildlife knowledge as well as receiving a full induction for your role, including till training. You will have the support of the Cambridgeshire and Community teams and access to relevant training.

**Why we want you:**

Do you love wildlife in your local area? Do you enjoy interacting with and helping other people? If so, we’d like to hear from you!

Our new Pop-Up Shop will provide us with an opportunity to engage with the public in Peterborough, and our Volunteer Retail Assistants will play a crucial role in ensuring all our customers have a positive experience which will hopefully translate into support through membership, volunteering etc.

**Notes:** The Wildlife Trust is a wildlife conservation charity that works for a better future for all kinds of wildlife across Bedfordshire, Cambridgeshire and Northamptonshire. Our mission is to protect and improve habitats and wildlife in our local area as well as helping people to enjoy and understand their local wildlife.

For more information, please contact:

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