

**Volunteer Role Description**

**Role Type:** Weekend Visitor Engagement Volunteer – Nene Wetlands Visitor Centre

**Where:** The Wildlife Trust BCN Nene Wetlands Visitor Centre, Rushden Lakes Retail Park.

**When:** All year round, minimum 1 day per month

**Commitment:** Flexible during Visitor Centre core opening hours 10am to 4pm, and additional hours as required. This is a long term volunteering commitment and the ability to commit to regular days and times would be ideal.

**Duration:** Ongoing

**Overview:**

We are currently looking for volunteers who would like to join our team at Rushden Lakes, in the role of Weekend Visitor Engagement Volunteer. Our Nene Wetlands Visitor Centre is providing us with an opportunity to engage with the public, and our Weekend Visitor Engagement Volunteers play a crucial role in ensuring all visitors to the centre and the nature reserve have a positive experience which we aim to translate into support through membership and volunteering . You'll need a passion for wildlife conservation and become actively involved with what is happening on the reserve, especially around Skew Bridge Lake and our Discovery and Education Areas.

The role of Weekend Visitor Engagement Volunteer is vital in ensuring all visitors to the centre and the wider nature reserve have an enjoyable visit and are supportive of the work of the Wildlife Trust. The role 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 visitors
* greeting visitors and answering/’signposting’ initial questions and queries
* providing information to visitors on wildlife sightings, events & activities, volunteering opportunities and Wildlife Trust membership
* engaging every customer to the visitor centre in accordance to the customer vision, thanking existing members for their support, talk to visitors about membership, gain support (donations or new memberships) towards the conservation work of the Trust
* selling goods from the retail space; there will be money handling involved with this and the handling of EPOS system
* restocking retail products and information sources as required
* cashing up the till at the end of the day
* opening/closing the Visitor Centre
* taking bookings for events
* answering the telephone and logging calls
* ensuring the welcome desk and visitor centre are kept organised and tidy
* helping with optics sales and demonstrations, as well as equipment hire

**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 and under your own initiative
* are conscientious in their approach to undertaking tasks
* have the ability of keeping calm under pressure

**Benefits to you:**

As a Weekend Visitor Engagement Volunteer you will have the opportunity to be actively involved in one of the Trust’s flagship sites, and actively contribute to the experience that visitors have while they are here.

In-house training in aspects of wildlife and community engagement work is provided by Trust staff, aimed at improving volunteers’ skills and knowledge.  There will also be the opportunity to attend in-house training workshops, and externally certificated courses in first aid and community engagement skills.

**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!

The Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire has embarked on an exciting project as part of the Rushden Lakes Retail Park. We are managing the Nene Wetlands, a one square mile (270 hectare) nature reserve, made up of stunning lakes and meadows, and operating our very first visitor centre. The Nene Wetlands joins together several smaller wildlife refuges to create a huge space for wildlife and nature and for people to use and enjoy. The visitor centre acts as a gateway to the Nene Wetlands and the wider Nene Valley, and is crucial in raising the profile of the Wildlife Trust in the area. The visitor centre includes a retail space, education space, various pieces of interpretation and also act as information point for visitors to the site.

**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.

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