

**Volunteer Role Description**

**Role Type:** Weekday Visitor Engagement Volunteer – Summer Leys Visitor Centre

**Where:** The Wildlife Trust BCN Summer Leys Visitor Centre, Hardwater Road, Wollaston, NN29 7TD

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

**Commitment:** Flexible during Visitor Centre core opening hours 10am to 4:30pm, 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 Summer Leys, in the role of Weekday Visitor Engagement Volunteer in our brand new Visitor Centre. This new centre will provide us with an opportunity to engage with the public, and our Weekday 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 will need a passion for wildlife conservation and become actively involved with what is happening on the reserve.

The role of Weekday 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 Weekday Visitor Engagement Volunteer, you will have the opportunity to be actively involved in one of the Trust’s most popular 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!

Summer Leys is an old gravel pit that has been transformed into an internationally important haven for breeding and wading birds. It is one of our most popular Northamptonshire reserves and our aim is to connect better with Summer Leys visitors and to increase their awareness of the work that we do to ensure the reserve remains a fantastic wildlife site. 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 and acts 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.

For more information please contact:

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The Nene Wetlands is supported by the National Lottery through the Heritage Lottery Fund.