

**Volunteer Role Description**

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

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

**When:** March-October (our visitor centre is closed during the winter period)

**Commitment:** Flexible hours during Visitor Centre core opening hours (Thursday-Sunday, 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 Visitor Engagement Volunteer in our visitor centre. The centre provides us with an opportunity to engage with the public, and our 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.

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
* Serving customers at our refreshment hatch. This involves using our coffee machine (training provided) and selling cold drinks and snacks.
* Selling goods from the retail and café space; this will involve using our till system.
* Ensuring the visitor centre is kept organised and tidy.
* Helping with crafts and activities in the centre when required.
* There will always be a member of staff on site, however volunteering may require lone working in the visitor centre if staff are running an event on the reserve.

**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 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.

**About Summer Leys:**

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 visitor centre includes a small retail space, café area, 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

Name: Megan Owen

Telephone: 07518 299276

Email: Megan.Owen@wildlifebcn.org