

Volunteer role guideline



Warwickshire
Wildlife Trust

Role title: Brandon Marsh Visitor Centre Volunteer.

Purpose of your role: As a Visitor Centre Volunteer, you will provide a warm welcome to visitors to the Centre. If you have a particular passion for birds, butterflies, fungi or wildflowers then this is an opportunity to share your passion with others. You will be the friendly face representing the Trust, both in our visitor centre and on the reserve, helping visitors to make the most of their visit, and interpreting information about the reserve and its wildlife.

You will be able to provide visitors with information about our events, activities and encourage people to support the Trust's work – by volunteering, becoming members, or leaving donations. You will assist the Centre team in maintaining a clean and well-presented Visitor Centre which is profitable and efficient. You will assist the Centre team in hosting meetings and events. You will be helping to support the delivery of the Trust's strategic plan and support the Centre team in striving towards its goals.

Tasks you will be involved with:

Assisting with maintaining standards of housekeeping:

- Keeping the Centre clean and well presented.
- Ensuring that the Trust facilities are ready to receive visitors each day.
- Ensuring that leaflets and posters are up to date and well presented.

Meeting & greeting visitors to the reserve:

- Bringing the nature reserve to life for our visitors and answering their questions.
- Helping visitors discover more about the reserve and the species present.
- Engaging with visitors, and chatting about the benefits of supporting Wildlife Trusts.
- Having up to date information to hand regarding events bookings, membership offers and latest wildlife sightings.
- Promoting membership and recruiting members to Warwickshire Wildlife Trust.
- Promoting volunteer opportunities.

Supporting the retail offer at the Centre:

- Keeping up to date with knowledge about the products being sold.
- Keeping the shop well stocked and merchandised.
- Assisting with deliveries and stock input on till system.
- Serving and assisting customers.
- Assisting with cash handling and cashing up procedures where appropriate.

Fundraising:

- Encouraging visitor donations.
- Promoting any fundraising initiatives taking place at the Centre.

Events:

- Assisting with setting up and clearing away after events.
- Helping with any tasks that need doing during an event.



Skills and abilities required:

- We need friendly and approachable people who are keen to share their passion for wildlife with visitors to the Centre.
- A keen interest in the work of the Trust.
- Motivated, hardworking and enjoy working as part of a team.
- Excellent interpersonal and communication skills.
- The confidence & ability to work as part of a team or without direct supervision if required.

You will be based at: Brandon Marsh Nature Centre, CV3 3GW.

Days and time we would like you to be available: Between the hours of; Weekdays (9.15am-4.30pm); Weekends (9.30am-4.30pm)

Benefits to you:

- The opportunity to actively take part and be directly involved in making a real difference and valuable contribution to the environment and wildlife of Warwickshire, Coventry and Solihull.
- Enhancing the experience of people of all ages visiting the Brandon Marsh Nature Centre.
- Enjoy a pleasant working environment on a large nature reserve.
- Meet new people and learn new skills.
- Learn and develop communication and interpersonal skills.
- Meet like-minded people.
- Become a valuable member of a friendly, professional team.
- Be involved in your local community.
- Help others to act for nature.
- References available after 6 months.

Your staff contact: Visitor Experience Manager / Visitor Experience Assistants.

