

## Volunteer Role Outline

<b>Role title:</b>
Retail and Information Volunteer
<b>Based at location</b> (please indicate if disabled access is available):
The Nature Discovery Centre, Thatcham, RG19 3FU
<b>Purpose of the role:</b>
To assist BBOWT staff and other volunteers to run the NDC Reception and Lakeside Shop
<b>Type of work you will be involved in:</b>
<ul style="list-style-type: none"><li>• Provide general information to visitors about the NDC including walks, activities, events, wildlife and shop stock</li><li>• Provide customer and sales services for the Lakeside Shop</li><li>• Receive stock deliveries and restock shelves</li><li>• Promote BBOWT as a whole and help to recruit new members</li><li>• Promote volunteering at the Nature Discovery Centre to all visitors, encouraging participation and passing on any interest to the Centre Manager</li><li>• Occasionally assisting with litter-picking around the NDC</li></ul>
<b>Experience &amp;/or qualifications needed:</b>
<ul style="list-style-type: none"><li>• Experience of, or an interest in, retail and customer service</li><li>• A keen interest in the organisation, the Nature Discovery Centre and neighbouring BBOWT nature reserves</li><li>• A friendly and welcoming approach to talking with members of the public</li><li>• A willingness to act as a public face of BBOWT and present a positive image of the Trust to the visitors you meet</li></ul>
<b>Times/days we would like you to be available</b> (flexibility is often possible):
We are looking for volunteers who can offer an ongoing and regular commitment including during school holidays and weekends. Full days and shorter shifts available.
<b>Benefits to volunteer &amp; possible training opportunities:</b>
<ul style="list-style-type: none"><li>• The chance to be actively involved in one of BBOWT's flagship sites</li><li>• The opportunity to promote Berks, Bucks and Oxon Wildlife Trust</li><li>• You will be joining a great team of volunteers and staff and have the opportunity to learn about the site and its wildlife.</li><li>• Free internal training courses are available as part of BBOWT's 'Developing Your Skills' programme.</li></ul>

<b>You will be responsible to:</b>
Tanya Alexander, Commercial and Administration Manager
<b>Expenses payable:</b>
No
<b>References or DBS check required:</b>
References required. We would like to meet any potential volunteers at the Nature Discovery Centre to talk about the role including relevant skills and experience.