

## Volunteer Role Description

Role title
<b>Retail and Information Volunteer</b>
Based at location
College Lake, Upper Icknield Way, Bulbourne, Tring, Bucks, HP23 5QG
Purpose of the role
To assist BBOWT staff and other volunteers to run the College Lake Shop.
Type of work in which you will be involved
<ul style="list-style-type: none"> <li>• Provide general information to visitors about College Lake including walks, activities, events, wildlife and shop stock</li> <li>• Provide customer and sales services for the Shop</li> <li>• Ensure general tidiness and shop upkeep</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 College Lake to all visitors, encouraging participation and passing on any interest to the Visitor Experience Manager</li> </ul>
Skills required
<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, College Lake 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>
Suitable for Under 18s
<p>18+ independently</p> <p>14-17 with supervision of an 18+ volunteer</p>
Times/days we would like you to be available
<p>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.</p>

#### **Benefits to volunteer & possible training opportunities**

- Be actively involved in one of BBOWT's flagship sites
- Opportunity to promote Berks, Bucks and Oxon Wildlife Trust
- You will be joining a great team of volunteers and staff and have the opportunity to learn about the site and its wildlife.
- BBOWT arranges annual thank-you events with opportunities to meet other volunteers and staff and hear about the activities and strategies of the Trust
- Receive an email newsletter for volunteers called Grapevine

#### **You will be responsible to**

Visitor Experience Manager

#### **Expenses payable**

None

#### **Interview, References or DBS check required**

We would like to meet any potential volunteers at College Lake for an informal interview. This will provide the opportunity to talk about the role, answer any questions and ensure that volunteering for everyone is a rewarding and positive experience.

