

## Volunteer Role Description

<b>Role title</b>
Retail and Information Volunteer
<b>Based at location</b>
The Nature Discovery Centre, Thatcham, Berks, 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 in which you will be involved</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>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 the Nature Discovery Centre to all visitors, encouraging participation and passing on any interest to the Visitor Experience Manager</li> <li>Occasionally assisting with litter-picking around the NDC</li> </ul>
<b>Skills required</b>
<ul style="list-style-type: none"> <li>Friendly and welcoming approach to talking with members of the public</li> <li>Experience of, or an interest in, retail and customer service</li> <li>Keen interest in the organisation, NDC, and neighbouring BBOWT nature reserves</li> <li>A willingness to act as a public face of BBOWT and present a positive image of the Trust to visitors</li> </ul>
<b>Suitable for Under 18s</b>
18+ independently 14-17 with supervision of an 18+ volunteer
<b>Times/days we would like you to be available</b>
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.



**Benefits to volunteer & possible training opportunities**

- The chance to be actively involved in one of BBOWT's flagship sites
- The opportunity to promote Berks, Bucks and Oxon Wildlife Trust
- You will be joining a great team of volunteers and staff and can 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 the Nature Discovery Centre 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.

