



Volunteer Role Profile

Title of Volunteer Role	Carlton Marshes Visitor Centre Assistant – Activity Room
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Purpose of role What will they be doing the majority of the time?	Enthuse children and adults of all ages about the exhibits, Carlton Marshes and its wildlife. Manage the space for school groups and event users. Maintain the exhibits according to the needs of the day and visitors.
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Key Tasks What we want you to do?	Key Skills What we need you to have from day one?	Resources / Training What we will provide for each?
<p>Have a welcoming smile and proactively welcome visitors to Carlton Marshes.</p> <p>Talk to visitors about the exhibits and wildlife at Carlton Marshes.</p> <p>Talk positively about the work of Suffolk Wildlife Trust and membership.</p> <p>Ensure Activity Room exhibits are working, and all materials are present. Re-stocking as required.</p> <p>Assisting with educational visits and as required by the Learning team.</p> <p>During the day when groups/ events are taking place. Open and close off the space as required.</p> <p>Setting up the room (tables and chairs) for different activities.</p> <p>Maintain, organise and clean the Activity and Store Rooms.</p>	<p>Excellent communication skills and you love talking to people of all ages.</p> <p>Confidence to initiate conversations.</p> <p>Enthusiasm for wildlife, and the work of the Trust.</p> <p>Team working and working under your own initiative.</p> <p>A great sense of humour.</p> <p>Ability to keep calm under pressure.</p>	<p>Induction</p> <p>Tour of site buildings</p> <p>Fundraising Standard and Membership Training</p> <p>Payment Card Industry - Data Security Scheme (PCI DSS) Training</p> <p>General Data Protection Regulations (GDPR) Training</p> <p>General knowledge of retail stock on display in the Activity Room (e.g. feeders and nest boxes)</p> <p>Guided walk around the reserve</p> <p>Safeguarding training</p> <p>Customer care training</p> <p>Manual handling training</p>



<p>Be health and safety aware at all times, removing hazards and cleaning throughout the day.</p> <p>Get suitable refreshments from the Café. Layout mugs, thermos', tea and coffee. Then re-fresh throughout the day as required.</p> <p>Be ready to turn your hand to any challenge anywhere in the visitor centre.</p>		Visitor experience and accessibility training
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Note: This role will be line managed by the Learning Officers, however, on a day to day basis the role will be managed by the Duty Manager (e.g. Visitor Centre Manager, Catering Manager or Learning Officers)



Role Title:	Carlton Marshes Visitor Centre Assistant – Activity Room
Where:	Carlton Marshes Visitor Centre, Carlton Colville
When:	Daily, 09:15–17:15 (7.5 hrs), 09:15-13:15 (4 hrs), 13:15-17:15 (4 hrs)
Commitment:	7.5 hours per month, minimum
Why We Want You:	<p>You'll be the face of Suffolk Wildlife Trust welcoming thousands of visitors into the Activity Room. Our welcome to customers is an essential part of the Carlton Marshes experience; inspiring everyone to connect with the heritage of the Broads National Park, the wild landscape and wildlife.</p> <p>You'll be an essential member of the team, giving a warm welcome to every visitor into the Activity Room in accordance with our customer promise. You will inspire visitors of all ages about Carlton Marshes history, wildlife and about the work we do. Talk about supporting our work by donating or joining the Trust as a member; Membership is the lifeblood of our charity and underpins all our work.</p> <p>You'll need to be flexible, organised and plan ahead. You will need to change the Activity room function throughout the day, co-ordinating light refreshments for teachers/groups.</p> <p>You'll need a passion for wildlife conservation and become actively involved with what is happening on the reserve before you start every shift.</p>
What's In It For You:	<p>The opportunity to become a Suffolk Wildlife Trust volunteer at its flagship nature reserve. You'll be delivering real results for conservations and inspiring generations to support nature conservation.</p> <p>You'll gain insight and knowledge about our conservation work from one of the most diverse and wildlife rich nature reserves in Suffolk.</p> <p>Suffolk Wildlife Trust is the county's nature charity – the only organisation dedicated wholly to safeguarding Suffolk's wildlife and countryside.</p> <p>You will gain transferable skills for future volunteering or career opportunities.</p>
The Skills / Talents You'll Need:	<p>We are looking for enthusiastic people with a ready smile. You'll enjoy striking up conversations with individuals, families and large groups passing on your knowledge and expertise.</p> <p>You'll enjoy being in a busy environment, often standing for long periods inside the visitor centre and outside. You'll be able to motivate yourself and others and have fun whilst working under pressure.</p> <p>You don't need to be wildlife expert as training is always given - it's much more important that you are good with people and are willing to learn.</p>