



## Volunteer Role Profile

<b>Title of Volunteer Role</b>	Carlton Marshes Visitor Centre Assistant - Administrator	
<b>Purpose of role</b>  What will they be doing the majority of the time?	You'll be organised and helpful providing administrative support to the Visitor Centre & reserve teams, from answering a variety of telephone enquiries to updating spreadsheets and responding to visitor emails.	
<b>Key Tasks</b>  What we want you to do?	<b>Key Skills</b>  What we need you to have from day one?	<b>Resources / Training</b>  What we will provide for each?
Answering the telephone, handling internal and external calls and delivering excellent customer care.  Efficiently and accurately enter data and send out letters. Using Microsoft Office applications like Word, Excel, a good understanding of PowerPoint.  Analyses retail and catering performance.  Complete weekly banking and financial returns and order change.  Organise and pack/unpack incoming and outgoing post.  Willingness to learn new skills and happy to be in an office environment (on own and with others).  Ability to adhere to Suffolk Wildlife Trust policies and brand guidelines.  Ensure the office and volunteer common room are tidy and stocked.	Excellent telephone manner, you will need to be tactful, use your discretion and initiative.  Excellent verbal and written communication skills, you'll be a good listener whilst maintaining and the highest standards of customer care & courtesy.  Accurately and honestly count money and record financial returns.  Experience of using Microsoft Office applications including PowerPoint.  The ability to scan documents, organise and store files, images and photo consents.  Some natural history/conservation knowledge helpful, but not essential.	Induction  Tour of site buildings  Fundraising Standard and Membership Training  Guided walk around the reserve  General Data Protection Regulations (GDPR) Training  General knowledge of retail stock  Safeguarding training  Customer care training  Visitor experience and accessibility training



<p>Assist in the design and production of visitor interpretation and orientation signage.</p> <p>Assist with visitor evaluation to track satisfaction.</p> <p><b>Be ready to turn your hand to any challenge anywhere in the visitor centre.</b></p>		
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<b>Role Title:</b>	Carlton Marshes Visitor Centre Assistant – Administrator
<b>Where:</b>	Carlton Marshes Visitor Centre, Carlton Colville
<b>When:</b>	Daily, 09:15–17:15 (7.5 hrs), 09:15-13:15 (4 hrs), 13:15-17:15 (4 hrs)
<b>Commitment:</b>	8 hours per month, minimum
<b>Why We Want You:</b>	<p>You'll be an essential member of the team, giving a warm welcome over the telephone to every visitor to the reserve in accordance with our customer promise.</p> <p>You will have a passion for administration, be organised and have an excellent attention to detail. You'll be providing full support to the front of house staff and volunteers.</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>
<b>What's In It For You:</b>	<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>
<b>The Skills / Talents You'll Need:</b>	<p>You'll need to be enthusiastic with a ready smile to handle telephone calls from the public, from visitor centre questions to odd wildlife enquires. You don't need to be a wildlife expert as training is always given - it's much more important that you are good with people and are willing to learn.</p> <p>You will ensure that all aspects of our administration are kept accurate, organised, up to date and readily available for all staff to use.</p> <p>You'll be answering emails and taking messages as required, so attention to detail and good writing skills are important.</p> <p>You need excellent Excel spreadsheets and Word document skills. Experience of PowerPoint, scanning documents and digital filing systems would be an advantage, but not essential. Previous experience of working in an office environment is an advantage but not essential.</p>