



## Volunteer Role Profile

<b>Title of Volunteer Role</b>	Carlton Marshes Visitor Centre Assistant – Café
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<b>Purpose of role</b>	You will greet visitors, giving a warm welcome to the Carlton Marshes Café. You will help deliver excellent customer care, delicious food and drink. You will build rapport and share with customers what’s happening on the reserve. You will be hygiene and allergen aware to ensure the highest standards.
What will they be doing the majority of the time?	

<b>Key Tasks</b>	<b>Key Skills</b>	<b>Resources / Training</b>
What we want you to do?	What we need you to have from day one?	What we will provide for each?
<p>Provide an excellent quality visitor experience to every customer visiting Carlton Marshes Café.</p> <p>Talk to visitors about the localness of food, allergens, menu content and specials with confidence.</p> <p>Answer any questions customers bring to you, if you don’t know the answer find a team member that can help.</p> <p>Ensure that you are wearing the correct clean and maintained Suffolk Wildlife Trust uniform, name badge and identification every time you volunteer.</p> <p>Ensure that you are informed of what is happening on the reserve and new dishes/products.</p> <p>Servery: Use EPOS (Electronic point of sale) and card machine to ensure financial and legal compliance.</p>	<p>Excellent communication skills and you love talking to people.</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>Experience of using a computer or EPOS till, handling cash and attention to detail.</p>	<p>Induction</p> <p>Tour of site buildings</p> <p>Buddy training with an existing volunteer</p> <p>EPOS till/card machine training</p> <p>Payment Card Industry - Data Security Scheme (PCI DSS) Training</p> <p>Product knowledge of Café menu.</p> <p>Food hygiene level 1</p> <p>Guided walk around the reserve</p> <p>Safeguarding training</p> <p>Customer care training</p> <p>Manual handling training</p>



<p>Take food orders and build rapport with each visitor to tailor their experience to their bespoke needs. (E.g. heating baby food, knives and forks, Children’s menu, allergens etc).</p> <p>Upsell a range of products e.g. offering a cream tea or slice of cake with the drink purchase.</p> <p>Making a variety of beverages including using a barista coffee machine.</p> <p>Kitchen: Food preparation (raw and cooked meats and vegetables) in accordance to food safety standards and legislation.</p> <p>Baking and cooking, adhering to house recipes to ensure allergen compliance.</p> <p>Other duties:</p> <ul style="list-style-type: none"><li>• Sign in before your shift and sign out on departure.</li><li>• Visually inspection for cleanliness of visitor centre – dust and clean as you go.</li><li>• Self-check &amp; peer check of your welcome to visitors.</li><li>• Opening and closing down the EPOS till.</li><li>• Perform till and card machine transactions.</li><li>• Cashing up the till at the end of the day.</li><li>• PCI DSS inspection of card machine.</li></ul> <p><b>Be ready to turn your hand to any challenge anywhere in the visitor centre.</b></p>		<p>Visitor experience and accessibility training</p>
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<b>Role Title:</b>	Carlton Marshes Visitor Centre Assistant – Café
<b>Where:</b>	Carlton Marshes Visitor Centre
<b>When:</b>	Daily, 09:15–17:15 (7 hrs), 09:15-12:15 (4 hrs), 13:15-17:15 (4 hrs)
<b>Commitment:</b>	16 hours per month, minimum
<b>Why We Want You:</b>	<p>You'll be the face of the Suffolk Wildlife Trust welcoming thousands of visitors to the reserve Café. 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 nature.</p> <p>You'll be an essential member of the team, giving a warm welcome to every visitor to the reserve in accordance with our customer vision. You will inspire visitors of all ages about Carlton Marshes, orientating and tailoring the visit according to their needs.</p> <p>You'll thank existing Trust members for their ongoing support. You will inspire people about the work we do, and 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 talk to customers and help sell a range of products in our shop and be ready to turn your hand to any challenge anywhere in the visitor centre.</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 be the public face of Suffolk Wildlife Trust at its flagship 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>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 passion for nature.</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>