



Volunteer Role Profile

Title of Volunteer Role	Carlton Marshes Visitor Centre Assistant – Optics Advisor
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<p>Purpose of role</p> <p>What will they be doing the majority of the time?</p>	<p>You will give visitors to Carlton Marshes excellent customer care, advice on purchasing binoculars or telescopes to suit the customer’s individual wants and needs, whether complete beginner or seasoned birdwatcher.</p> <p>Suffolk Wildlife Trust sell Viking Optical brand binoculars and telescopes, with access to leading manufacturers like Viking, Swarovski, Leica and Zeiss. Our advisors give excellent customer care and invaluable free advice to each visitor.</p>
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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>Sell a range of products in our shop, offering advice and help where needed.</p> <p>Answer any question customers bring to you, if you don’t know the answer find a team member that can help.</p> <p>Provide an excellent quality visitor experience to every customer visiting Carlton Marshes.</p> <p>Engage every customer to the visitor centre in accordance to the customer vision.</p> <p>Talk to visitors about membership, the work for the Trust and work with colleagues from across the Trust to recruitment new members.</p> <p>Gain support (donations or new membership within Fundraising Standards) towards the conservation work of the Trust.</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 building</p> <p>Buddy training with an existing volunteer (post start up)</p> <p>Fundraising Standard and Membership Training (optional)</p> <p>EPOS (Electronic point of sale) till/card machine training</p> <p>Payment Card Industry - Data Security Scheme (PCI DSS) Training</p> <p>General Data Protection Regulations (GDPR) Training</p> <p>Product knowledge of optical equipment training</p>



<p>Thank existing members for their support.</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 shop products.</p> <p>Other duties:</p> <ul style="list-style-type: none">• Sign in before your shift and sign out on departure.• Visually inspection for cleanliness of visitor centre – dust and clean when appropriate.• Self-check & peer check of your customer care standard.• Perform till and card machine transactions. <p>Be ready to turn your hand to any challenge anywhere in the visitor centre.</p>		<p>General knowledge of retail stock</p> <p>Safeguarding training</p> <p>Customer care training</p> <p>Manual handling training</p> <p>Visitor experience and accessibility training</p>
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Role Title:	Carlton Marshes Visitor Centre Assistant – Optics Advisor
Where:	Carlton Marshes Visitor Centre
When:	Daily, 09:15-17:15 (7.25 hrs), 10:00–16:00 (5.5 hrs)
Commitment:	11 hours per month, minimum
Why We Want You:	<p>You'll be the face of the Suffolk Wildlife Trust making thousands of visitors feel welcome to the reserve and advising customers on optical equipment to help people enjoy their wildlife experiences at Carlton Marshes. We are 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, warmly welcome every visitor into the centre and reserve in accordance with our customer vision. You will advise customers of all ages, backgrounds and ethnicity about Carlton Marshes, tailoring your optical advice to their needs.</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 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 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 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>
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 in optical equipment.</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 or optical equipment expert as training is always given - it's much more important that you are good with people and are willing to learn.</p>