



## Volunteer Role Profile

<b>Title of Volunteer Role</b>	Carlton Marshes Visitor Centre Assistant - Retail
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<b>Purpose of role</b>  What will they be doing the majority of the time?	You will meet and greet customers visiting the retail store. Assist with their purchases by being able to identify their needs and recommending relevant products. You will be able to follow the customer's journey by being able to process the transaction and offer any promotions available to them. You will assist visitors with binocular hire and purchases. You will also help with stocking up of products, occasionally deliveries and keeping the shop presentable and welcoming to all.
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<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?
<p>Provide an excellent quality and accessible visitor experience to every customer visiting Carlton Marshes.</p> <p>Welcome every customer into the retail area in accordance to the customer promise.</p> <p>Work with Trust staff to provide excellent customer service.</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>Confidently use the EPOS (till) system.</p> <p>Contribute to the growth of sales by offering add-on sales (AOV) and special offers.</p> <p>Contribute to a successful mystery shopper visit and passing Visitor Attraction Quality Assurance Scheme (VAQAS) assessments.</p>	<p>Excellent communication skills and you love talking to people.</p> <p>Enthusiasm for wildlife, Carlton Marshes and the work of Suffolk Wildlife 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>Excellent customer service skills.</p>	<p>Induction</p> <p>Tour of site building</p> <p>Buddy training with a member of staff and/or 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>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 in the shop.</p> <p>Regular duties:</p> <ul style="list-style-type: none"><li>• Sign in before your shift and sign out on departure.</li><li>• Approach customers to assist their purchases.</li><li>• Offer AOV &amp; special offers.</li><li>• Use the EPOS, processing sales, donations and refunds.</li><li>• Pricing and stocking up of shelves.</li><li>• Assisting in the delivery process (on select days).</li><li>• Take part in any new product training and daily promotional updates.</li><li>• Hire binoculars, and clean returned pairs ready for re-hiring.</li><li>• Visually inspect cleanliness of all stock and displays – dust and clean when appropriate.</li><li>• Opening and closing down the EPOS till (if working to EOD).</li><li>• Cashing up the till at the end of the day.</li></ul> <p>Any other tasks deemed reasonable by your line or duty manager.</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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<b>Role Title:</b>	Carlton Marshes Visitor Centre Assistant – Retail
<b>Where:</b>	Carlton Marshes Visitor Centre
<b>When:</b>	Daily, 09:15-17:15 (7.25 hrs), 10:00–16:00 (5.5 hrs)
<b>Commitment:</b>	11 hours per month, minimum
<b>Why We Want You:</b>	<p>Our customer service is the most important part of the Carlton Marshes retail experience; inspiring everyone to give nature a home by purchasing relevant products and gifts. You'll be an essential member of the Carlton Marshes team, welcoming thousands of customers to the Carlton Marshes retail area.</p> <p>You'll warmly welcome every visitor into the shop and reserve in accordance with our customer promise.</p> <p>You'll offer advice and assistance to all our customers and thank them for their purchases.</p> <p>You will be able to provide a prompt and efficient transaction on our EPOS systems offering relevant promotions. This is to ensure our customers receive the highest level of customer care.</p> <p>You will be playing a big part in the successful running of the shop by assisting in deliveries where scheduled, as well as maintaining stock levels in the shop. Regular cleaning will be required to keep our standards at the highest level.</p> <p>You will be hiring binoculars to visitors which includes booking in and out in accordance with set procedures. This will include cleaning and maintaining the binoculars ready for the next visitor to use.</p>
<b>What's In It For You:</b>	<p>The opportunity to be the public face of the Suffolk Wildlife Trust at its flagship reserve and be part of the high performing retail team. You'll be an essential part of a Carlton Marshes team, 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 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 and always offer exemplary customer service.</p>