



## Volunteer Role Profile

<b>Title of Volunteer Role</b>	Carlton Marshes Visitor Centre Assistant – Welcome & Membership
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<b>Purpose of role</b>  What will they be doing the majority of the time?	You will give visitors a warm welcome to Carlton Marshes. You will help orientate them, share with them what’s happening on the reserve and give them an opportunity to hear how they can support our work and join Suffolk Wildlife Trust.
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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 visitor experience to every customer visiting Carlton Marshes.</p> <p>Engage every customer to the visitor centre in accordance to the customer vision, thanking existing members for their support.</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>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>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>Induction</p> <p>Tour of site buildings</p> <p>Buddy training with an existing volunteer</p> <p>Fundraising Standard and Membership Training</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>General knowledge of retail stock</p> <p>Guided walk around the reserve</p> <p>Safeguarding 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 on the reserve and new shop products.</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 when appropriate.</li><li>• Self-check &amp; peer check of your customer care standard.</li><li>• Perform till and card machine transactions.</li></ul> <p><b>Be ready to turn your hand to any challenge anywhere in the visitor centre.</b></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 – Welcome and Membership
<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>	7.5 hours per month, minimum
<b>Why We Want You:</b>	<p>You'll be the face of 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 wildlife.</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 promise. 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, talk about the food in our café 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 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>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>