



Volunteer Role Profile

Title of Volunteer Role	Carlton Marshes - Maintenance Assistant (Level 1 – Hand tools, Cleaning, Health and Safety Inspections)
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Purpose of role What will they be doing the majority of the time?	You'll be the backbone of the nature reserve. You'll be performing essential trail and infrastructure maintenance. Delivering an amazing visitor experience by cleaning and maintenance signage, play area equipment, viewpoints, hides and other structures around the reserve.
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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>Trail maintenance to ensure that visitors don't fall or trip.</p> <p>Highlight health & safety issues and repairs before they are an issue (near misses).</p> <p>Cleaning signage, boardwalks, play equipment, viewpoints, hides and structures</p> <p>Trimming encroaching vegetation by hand e.g. around benches and paths.</p> <p>Performing & recording essential health and safety check.</p> <p>Record keeping of checks and repairs.</p> <p>Minor repairs like changing bulbs, door locks, tightening toilet handles, painting signs, picking litter, maintenance and inspection of our reserve's vehicles.</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>A passion for Carlton Marshes nature reserve.</p> <p>Enjoy being outside and in.</p> <p>From handy person repair skills to full carpentry, masonry, decorating, engineering and plumbing skills.</p> <p>Ability to keep accurate records.</p>	<p>Induction</p> <p>Tour of site building</p> <p>Safeguarding training</p> <p>Customer care training</p> <p>Manual handling training</p> <p>Visitor experience and accessibility training</p> <p>Ladder training</p> <p>Small tools and dynamic risk assessment training</p>



<p>Ensure that you are informed of what is happening on the reserve.</p> <p>Ensure that health and safety procedures are followed at all times.</p> <p>Regular duties:</p> <ul style="list-style-type: none">• Sign in before your shift and sign out on departure.• Proactively engage with visitors. <p>Be ready to turn your hand to any challenge anywhere in the visitor centre.</p>		
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Role Title:	Maintenance Assistant (Level 1)
Where:	Carlton Marshes Visitor Centre, Carlton Colville
When:	Daily, 09:15–17:15 (7.5 hrs), 09:15-13:15 (4 hrs), 13:15-17:15 (4 hrs)
Commitment:	8 hours per month, minimum
Why We Want You:	<p>You'll be the backbone of the nature reserve. You'll be delivering an amazing visitor experience by cleaning and maintenance signage, play area equipment, viewpoints, hides and other structures around the reserve. You'll be performing essential trail and infrastructure maintenance, ensuring the health and safety of every visitor.</p> <p>You'll be an essential member of the team, ensuring a welcoming and accessible arrival through to departure; delivering an excellent Visitor Experience.</p> <p>You'll have a passion for Carlton Marshes and know the importance of health & safety to visitors and our Carlton Marshes team member. As an integral member of the team you'll 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 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>
The Skills / Talents You'll Need:	<p>We are looking for enthusiastic people with carpentry, masonry, decorating, engineering and plumbing skills. Or you may just be a really handy person with household cleaning, repair and maintenance skills.</p> <p>If you have attention to detail, the ability to keep accurate records, we are looking for responsible people to perform health and safety checks and inspections from testing fire alarms & extinguishers to the structural integrity of benches and boardwalks.</p> <p>You'll be able to motivate yourself and others, sometimes working as a pair, sometimes on your own. You'll often working outside, always using your own initiative.</p>