



Volunteering Interest Form

We need lots of volunteers to help with a variety of different activities in Carlton Marshes Visitors Centre, outside on the reserve visitor nature trails talking to visitors and helping with events and learning activities for children and adults. We are looking for people to make our visitors go 'wow' by showing them an amazing wildlife and giving them an amazing, accessible experience at Carlton Marshes.

Volunteers will benefit from being involved by:

Joining an amazing community of existing reserve volunteers and staff, who are passionate about Suffolk and wildlife. It is an exciting opportunity to become part of the Carlton Marshes team at the beginning of a new era. You'll meet hundreds of visitors, inspiring them about nature, Carlton Marshes nature reserve and the work of Suffolk Wildlife Trust.

Skills and requirements:

- You must be able to attend an induction, relevant role training days and ongoing refresher training.
- We are looking for enthusiastic people with a ready smile.
- You'll enjoy striking up conversations and passing on your passion for nature to individuals, inspiring children and families and engaging large groups of visitors.
- You enjoy being in a busy environment, often standing for long periods, sometimes outside, sometimes inside!
- You'll be able to motivate yourself and others and have fun whilst working under pressure.
- You don't need to be a bird or wildlife expert as training is always given - it's much more important that you are good with people.
- Some roles require previous experience and skills.

As with any role, each requires specific skills and personal qualities as outlined in the role profile. Potential volunteers will have an informal interview, with successful applicants being invited to complete a Volunteer registration form, induction and role specific training (as outlined in the role profile).

What to do next:

- Read the **privacy policy** and complete your contact details overleaf.
- Tick which role/s you be interested in hearing more about (on the next page), look at <https://www.suffolkwildlifetrust.org/volunteer-carlton-marshes-visitor-centre> for more information on each of the roles.
- Email this form to jo.leng@suffolkwildlifetrust.org or hand/post it in to FAO Jo Leng Carlton Marshes Centre, Burnt Hill Ln, Carlton Colville, Lowestoft, NR33 8HU.
- We'll send you some role profiles (if email provided) and/or contact you about an informal interview.

Suffolk Wildlife Trust's Privacy Policy:

To enable you to volunteer with us

If you are a Suffolk Wildlife Trust volunteer, we collect your personal data so that we can keep in touch with you about, for example:

- changes to planned volunteer work programmes that you may be taking part in
- the positive impact you have on our work
- dedicated volunteer thank-you events

Most importantly, we collect your personal data so that in an emergency, we are able to contact your next of kin.

We also record formal training you have completed, relevant to your volunteer role with Suffolk Wildlife Trust

As defined by the ICO, the lawful basis for processing your data for these purposes is 'contractual' (where administering your volunteer record) and 'legitimate interest' (when sending you information about our work).

For a full description of how we use & protect your personal data, please read our Privacy Policy which is on the Trust's website: suffolkwildlifetrust.org Please ask your SWT staff contact if you need help accessing this.

Contact details:

(So, we can contact you between 9-5 to arrange an informal interview and send relevant information about volunteering)

Your name	
Telephone number	
Email address	

Roles Available	Tick if you are interested	Commitment/ When
Visitor Centre Based Roles		
<p>Welcome and Membership Assistants:</p> <ul style="list-style-type: none"> • Welcoming, enthusing, and orientating visitors. • Tailoring their experience by sharing today's activities and • Talk to them about supporting Suffolk Wildlife Trust through membership and helping them join. 		<ul style="list-style-type: none"> • Sunday Afternoons 13:00 – 17:00 • Wednesday Mornings 09:00 – 13:00, Afternoons 13:00 – 17:00 • Friday Aftnoon 13:00 – 17:00
<p>Retail Assistant:</p> <ul style="list-style-type: none"> • Welcoming visitors into the shop, • Listen to their needs and talk to about the products, • Unload/ unpacking deliveries and label goods. • Stock takes 		<ul style="list-style-type: none"> • Wednesday Afternoon 13:00 – 17:00 • Tuesday Afternoon 13:00 – 17:00 • Sunday Morning 09:00 – 13:00
<p>Visitor Survey Assistant:</p> <ul style="list-style-type: none"> • Chatting to visitors about their experience and visit, helping them fill out survey forms. 		<ul style="list-style-type: none"> • 1 hour per week • Monday – Sunday • All year round
<p>Café Assistant:</p> <ul style="list-style-type: none"> • Clearing and cleaning tables, • Running food orders • Washing up and using a dishwasher • Plating up cakes • Restocking food and drinks • Serving customers at the server/hatch using EPOS tills. 		<ul style="list-style-type: none"> • 1 morning or afternoon a week • Monday – Sunday • All-year round