

# Visitor Centre Volunteer

## Team

Visitor Centre – Reception, shop, visitor centre & room hire, Abbey Foregate, Shrewsbury

## Role Description

A great opportunity to work in our Visitor Centre alongside our small, friendly, front-of-house team and interacting with the public:

- Staffing our reception desk and shop at Shropshire Wildlife Trust Headquarters and Visitor Centre
- Welcoming people, signposting them to meeting rooms, answering the telephone
- Assisting the public with enquiries over the phone, by email and in person
- Room hire and events support and hospitality
- Assisting with merchandising, maintaining the displays and stock in the shop
- Offering product advice and processing shop sales
- Membership recruitment
- Housekeeping, maintaining the standards and cleanliness of the centre and outside areas
- You'll be part of a friendly and supportive team within a Shropshire-based environmental charity

## Skills and Experience

- Reception, customer service and using the telephone
- Retail, using a till
- Friendly, outgoing personality
- Reliability
- Happy to carry out a variety of tasks

## Essential / Desirable?

- Desirable
- Desirable
- Essential
- Essential
- Essential

## Skills Development Offered

- Telephone skills
- Wildlife knowledge
- Retail and hospitality
- Public engagement
- Relevant training such as manual handling, food hygiene, first response and fire warden certificates where required.

## Support Available

- Training and full induction
- Once you register as a volunteer, you will be invited to volunteer social events and training

## Minimum time commitment needed

Half a day a week

## Other information

- You'll be signed up as a volunteer and receive our quarterly newsletter plus invitations to social events and training
- An induction period of 1 month applies to this role.
- You will be expected to comply with our safeguarding policy and procedures and code of practice for appropriate behaviour.

## Contact

To apply for this role:

please submit your online application here <https://forms.office.com/e/FTCnhTeNrK>  
or from our volunteer webpage <https://www.shropshirewildlifetrust.org.uk/volunteer>