

## Essex Wildlife Trust Volunteer Role Description and person specification

**Role description:** Centre Assistant

**Location:** Bedfords Park Nature Discovery Centre

**Reports to:** Site Manager/Assistant Centre Manager

**Role Purpose:** To support the efficient running of the centre ensuring a high quality and engaging visitor experience.

### Background detail:

Essex Wildlife Trust's 11 Nature Discovery Centres provide a meeting place for visitors to relax after visiting the reserves and learn about conservation. Money raised in our cafes and retail areas goes directly towards funding our conservation work.

### Role Description:

- To assist in the high-quality coffee shop offer to maximise the customer experience, this will include taking orders, preparing food, serving food and clearing tables.
- Ensure visitors receive a high-quality welcome to the centre.
- Assisting in the retail units when needed, helping restock, tidying and selling goods.
- Working on the tills, both in retail and the café.
- Help keep the centre well presented, tidy and clean.
- To uphold the values of the trust and to discuss the aims of the trust with visitors with an aim to getting new members of the EWT.
- Work as part of a close knit team.
- Deal with customer enquiries in an efficient and professional manner, refer customers to your supervisor when you are unsure of how to help.
- Adhere to procedures relating to hygiene, health and safety, fire and security and any other relevant risk assessment information.
- Promote the work of Essex Wildlife Trust.

### Essential skills and behaviours:

- Enthusiastic and happy to help.
- Makes a positive contribution to the team, supporting staff in their day-to-day work.
- Able to be on their feet for at least a four-hour shift, unless otherwise discussed and suitable arrangements made.

### Specialist knowledge and experience:

- **An interest in the local wildlife would be beneficial but not essential, knowledge can be aquired.**
- **Enthusiasm, a positive attitude and an ability to work well with people from a variety of backgrounds is essential.**

### **Why volunteer and why this opportunity?**

As well as the opportunity to make a significant contribution to a worthwhile organisation, the role provides opportunities to develop skills and knowledge. It is also an opportunity to become part of a thriving community of committed volunteers. This opportunity will allow you to get to know your local community well and connect with other EWT members and volunteers in your area.

### **Time commitment**

- **Ideally volunteering for at least one four hour shift a week**