

Essex Wildlife Trust

Volunteer Role Description



Job title Visitor Centre Volunteer

Volunteer Manager Site Manager/Assistant Centre Manager

Role purpose

Volunteers at our nature discovery centres welcome visitors to the centre, talking about the site and Essex Wildlife Trust Membership options and donations, operating the till for retail and catering sales, restocking shelves, preparing hot and cold refreshments as well as general duties around the centre providing excellent customer service.

Background detail

Our Thorndon Park Nature Discovery Centre is located within Thorndon Park on the south outskirts of Brentwood. The Visitor Centre was built just after the 1987 hurricane from fallen timber onsite which was used in its construction. The site offers a variety of habitats including ancient woodland, parkland, ponds, a marsh and meadow with stunning ancient trees including Giant Oak and Hornbeam pollards, parts of the site used to be heathland, now a scarce habitat in Essex, and to restore it parts of the park, both north and south, are being grazed by goats and sheep.

Our Nature Discovery Centre is our most popular Centre with over 130,000 visitors annually visiting the park and is also home to the well-attended Gruffalo trail. The Nature Discovery Centre offers an opportunity to discover the wildlife within the park whilst enjoying refreshments and a gift shop, run by a friendly team and wonderful volunteers who are passionate about providing fantastic customer service.

Our centres are not for profit making. All money raised goes directly back into managing conservation across Essex.

Time commitment

Our nature discovery centres are open all year round from 10:00am until 5:00pm (4:00pm in the winter months) except Christmas Day and Boxing Day. We are looking for volunteers who are available for either full or half days.

Location

Thorndon Nature Discovery Centre, Thorndon Park North, The Avenue, Brentwood, Essex, CM13 3RZ.

Role description

- Welcoming visitors to the centre.
- Discussing and sharing with guests the work of the Trust.
- Discussing membership options.
- Operating the till for retail and catering sales.
- Restocking catering and retail shelves.
- Preparing hot and cold refreshments.
- Clearing tables and using the dishwasher.

Specialist knowledge and experience

- None.

Why volunteer and why this opportunity?

As well as the opportunity to make a significant contribution to a local wildlife charity, the role provides opportunities to develop skills and knowledge. It is also an opportunity to become part of a thriving community of over 1400 Essex Wildlife Trust Volunteers. This opportunity will allow you to get to know your local community well and connect with other Essex Wildlife Trust members and volunteers in your area.

Special conditions

- All Essex Wildlife Trust volunteers are required to complete any essential training.

EDI Statement

Essex Wildlife Trust is committed to an inclusive and diverse workplace where everyone is welcome. As a conservation charity, we know how important diversity is, both in our natural world and amongst the people who choose to volunteer with us. We want everyone to feel valued and empowered to contribute to our vision of “A county rich in wildlife with people connected to nature”.