

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

Opened in 2012 by Sir David Attenborough, our Thameside Nature Discovery Park is located on top of the former Mucking Marshes Landfill in Thurrock and is a recovering, post-industrial, unique landscape that is impressive and juxtaposed in nature. The former landfill site is being given back to nature to recover. It is a local nature asset but is rapidly becoming a significant ecological, recreational and educational asset to the Thames Estuary region. The reserve is home to many species including barn owls, short eared owls, water voles, harvest mouse, skylark, cuckoo and shrill carder bee in addition to local cattle that graze the grassland during the year.

The Visitor Centre offers an opportunity to discover the wildlife 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

Thameside Nature Discovery Park, Mucking Wharf Road, Mucking, Stanford-Le-Hope, SS17 0RN. Free parking is available onsite.

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”.