



VOLUNTEER OPPORTUNITY:

Retail Support

Why do we need you?

By providing excellent customer care in our shop, you will be encouraging our visitors to support the wider conservation work of WWT.

At WWT we believe that the best way for people to understand and connect to wetlands is to experience them, so we bring awe-inspiring nature up close and let it do the talking. At Slimbridge Wetland Centre visitors can explore unique wetland habitats and the amazing array of birds, mammals and amphibians that inhabit them. Our volunteers help to welcome and inspire visitors, and look after our unique habitats and heritage.

Who will be responsible for your role? Retail, Admissions and Membership Manager

Where will you be based? WWT Slimbridge Wetland Centre

How much time will it take? Full-day (9.15am until 4.30pm), half-day (9.15am – 1pm or 1-4.30pm) or mid-day (10am -2pm) volunteer sessions are available

A minimum fortnight commitment is preferred

What will you be doing?

- Help provide a warm, friendly welcome to all visitors, answering queries about Slimbridge Wetland Centre and shop products
- Assist with merchandising the shop and receiving deliveries
- Process sales and take customer payments through the till
- Promote the benefits of WWT membership and sign up new members using a computer system
- Help keep the shop floor clean and tidy to best present products and ranges
- Attend daily briefings or read daily updates to keep up to date with developments across the centre

Who are we looking for?

This role will suit you if you:

- Have an enthusiastic and friendly manner
- Have an eye for detail and creativity
- Excellent verbal communication skills
- A confident attitude and / or experience in successful face-to-face contact with the public
- Commitment to excellent customer service
- Are happy using a computer/till
- Like working in a busy environment

How will you benefit?

- Volunteer in an inspiring environment and get closer to nature
- Great way to learn new skills
- Make a real contribution to the conservation work of WWT
- Free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge
- WWT uniform provided
- Induction and training provided
- Become part of a friendly and dedicated team
- Meet like-minded people
- Discount in WWT shops and cafes

General notes:

Getting to the Centre: Road: Slimbridge Wetland Centre is 2 miles off the A38. There is a large car park with ample car parking spaces and there is a bike rack available for staff volunteers. Rail: Cam & Dursley rail station is a 3.5 mile cycle or taxi ride away. Bus: Unfortunately there is no bus service directly to Slimbridge: the nearest services stop is at the A38, 2 miles walk from the Centre. New for 2019: we are trialling a free minibus service for volunteers to/from the nearest train station and bus stops. Please ask your line manager if you would like to access this service.

We regret that we are not in a position to reimburse expenses incurred in travelling to and from the centre, but any pre-agreed expenses incurred in the course of your duties will be reimbursed.

This position is entirely voluntary and is therefore unpaid. Any offer of a volunteer placement is not intended to create a legally binding contract between us and any agreement may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

How to Apply:

Full details of this role and an online application form can be found at www.wwt.org.uk/volunteer . If you have any problems locating the information or filling out the application form please email volunteer.slimbridge@wwt.org.uk

Date reviewed: December 2018