



## **OPPORTUNITY:**                      **Membership and Retail Support Volunteer**

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### **Why do we need you?**

At WWT we believe the best way for people to understand and connect to wetlands is to experience them, so we bring awe-inspiring nature up close. People feel part of something amazing and are motivated to make a difference.

As a Membership and Retail Support Volunteer, you will actively engage with our visitors and encourage them to support WWT as members. Enthusing them with stories of our conservation work and the many benefits of membership, you'll help us secure the essential support we need to continue our ambitious plans for wetlands conservation.

And if you have an eye for something special and can offer excellent customer service to every one of our visitors, even better. You will also be a support to our retail team and help keep up the great work in offering a wide range of items for them to take home. Experience is always welcomed but not essential as training for this and our membership processes will be provided.

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

**Where will you be based?**                      WWT London Wetland Centre, Barnes

**How much time will it take?**                      We are looking for volunteers who can provide regular support, particularly at weekends. Preferably you can volunteer once a week or at least twice a month (approximately 9am – 1.30pm or 1.30pm – 5pm depending on the season). We will agree this prior to your placement. To ensure a positive volunteering experience for you and to provide a meaningful contribution to WWT, we hope you will be able to volunteer with us for at least six months.

### **What will you be doing?**

- Actively engaging our visitors with our mission to save wetlands for wildlife and people
- Encouraging visitors to become members of WWT, tailoring the benefits to their needs
- Completing memberships accurately on our IT systems and ensuring requirements of the role, such as Data Protection compliance, are kept to
- Talking to visitors in the shop and helping with any enquiries they may have
- Getting to know and promoting the star buys and latest in-store products and processing sales
- Helping to keep the shop looking clean, clutter-free and inviting
- Assisting with stock checks
- Refilling counters and helping to create enticing displays
- Any other membership and retail support needed, in keeping with the role

## Who are we looking for?

You will really enjoy this role if you:

- Are committed to excellent customer service and enjoy meeting and talking with people
- Have good IT skills - this role will require you to use a computer
- Have an eye for detail and great communication skills
- Have a confident attitude and/or experience of successful face-to-face contact with the public
- Have an interest in and enthusiasm for the work of WWT
- Are happy and able to work under your own initiative during quieter times
- To be reliable and committed to the role and enjoy working as part of a staff and volunteer team

## How will you benefit?

- This is a sociable role offering a fun, uplifting time speaking to a range of visitors and as part of a friendly team
- You will be part of a friendly and dedicated team presenting the face of WWT and helping to raise funds for our incredible projects
- It is an excellent opportunity to volunteer within and get to know an internationally important wetland site
- A suitable uniform is provided to all regular volunteers and discount is available in the cafe and shop
- Free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge
- An induction to the London Centre, WWT and role training including membership recruitment will be provided

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## General notes:

The exact hours you are able to contribute will be discussed prior to placement. We regret 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 opportunity 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.

**Date raised:** August 2021