



## **VOLUNTEER OPPORTUNITY: Administration Assistant**

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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 and let it do the talking. At our Llanelli Wetland Centre we shape unforgettable experiences for our visitors to discover and learn about the importance of wetlands and their wildlife. As a result the Centre is always busy behind the scenes and so we are looking for someone to help our friendly team keep things organised and running smoothly.

In this role you will assist the Heads of Department with day-to-day administration such as mail, office organisation and keeping our electronic systems up-to-date. You will need a good level of confidence, IT skills, and an ability to deliver excellent customer service.

### **Who will be responsible for your role?**

Centre Manager, Office Manager

### **Where will you be based?**

Llanelli Wetland Centre

### **How much time will it take?**

Ideally 3 regular weekdays (10am – 4pm), but we can look at other patterns to suit the right person.

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

- Answering the office phone at busy times and fielding calls before transferring them or taking messages
- Mailing out general post such as raffle prizes, tickets, letters, invoices, etc.
- Updating volunteer records and other important information on the system
- Assisting Heads of Department with various administrative tasks such as replying to general enquiries, cataloguing and archiving, research and data maintenance.
- Helping to contact local contractors to arrange essential works
- Processing data and destroying paperwork that is no longer useful
- Other administrative related projects e.g. laminating and assisting with event setup

### **Who are we looking for?**

You will need to be / have:

- Excellent communication skills
- Highly organised with good attention to detail
- A commitment to delivering excellent customer service
- Good level of IT skills with confidence to use Microsoft Office, including Excel, Word and Outlook
- The ability to work using your own initiative under the Centre Manager's/Office Manager's direction
- Able to work within WWT's operational and policy guidelines (to be provided as part of your training)
- Able to handle multiple projects or tasks
- Experience in an office administrative setting
- An interest in the work of WWT and saving wetlands

## How will you benefit?

- This is an excellent opportunity to volunteer within an internationally important wetland site and gain valuable work experience in a friendly and supportive team
- Full training and uniform will be provided
- Discount is available in the coffee shop and gift shop on the days you are volunteering
- Free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge

## How to apply:

Please complete the online application form or email [info.llanelli@wwt.org.uk](mailto:info.llanelli@wwt.org.uk) with a short supporting statement and attach your CV.

If you are successful you will be invited to the centre for an informal interview. It will be a chance to discuss expectations, your availability and to introduce you to the rest of the team.

## General notes

This would be an ideal role for someone who is looking to be part of a small but friendly team, supporting them in a wide variety of tasks. With a great team of staff and volunteers supporting the work of the Visitor Centre and reserve no two days are ever the same. The role may appeal to those who have been out of office environment for a while and are looking to get their skills back up to speed or someone who is looking to share their skills and experience to support a good cause.

There are limited public transport routes to Llanelli Wetland Centre, please see our website for travel details. We regret that we are not in a position to reimburse expenses incurred for travel to the site.

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.