

Volunteer Role Description

Visitor Centre Welcome Volunteer for Mere Sands Wood



Lancashire,
Manchester &
N Merseyside

What is a Visitor Centre Welcome Volunteer?

The volunteers who staff our reception and shop are the first point of contact for all visitors to Mere Sands Wood. We need someone to provide a friendly face, a cheerful greeting and a willingness to help people get the most from their visit.

What's in it for you?

- Becoming part of a friendly and dedicated team of over 60 volunteers and staff at Mere Sands Wood,
- Developing your skills, knowledge and experience in customer service, retail operations and teamwork
- Helping people get enjoyment and learning through contact with the natural world.

What's involved?

- Greeting all visitors to the Visitor Centre, explaining how they can find their way around the Reserve and telling them about the sights they can expect to see
- Talking to visitors about Mere Sands Wood, the Lancashire Wildlife Trust and the work we do, encouraging them to support us by becoming members
- Recording sales and operating the till
- Organising the retail display to make it attractive
- Keeping track of stock and identifying when re-ordering is needed
- Identifying potential new product lines for sale
- Keeping the reception and other public areas clean and tidy
- Becoming familiar with, and then following the Lancashire Wildlife Trust's Health and Safety Policy at all times

This role will suit people who

- Have good communications skills and a friendly nature
- Like wildlife and want to share their interest with others
- Are interested in working in a retail environment

Extra information

Your place Mere Sands Wood Nature Reserve, Rufford

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract

Time commitment	We need volunteers on Wednesdays, Thursdays, Fridays, Saturdays and Sundays each week.
Volunteer Manager	Visitor Centre Officer (John Darlington)
Staff Contact (if different)	As above
Training/Resources	LWT induction Shadowing MSW staff and reserve volunteers to gain an insight into what we do and why it is important Access to LWT Volunteer Training Programme
Expenses	Out-of-pocket travel costs between home and volunteering place will be paid up to a maximum of £5 per day.
Requirements	In the second stage of the volunteer recruitment process we will ask you to provide one reference.

About the Lancashire Wildlife Trust

We are part of the Wildlife Trusts movement, the UK's leading conservation charity dedicated to all wildlife. We are your local charity, working hard to improve your local area for wildlife and for you.

The Trust manages over 2,000 acres of some of the region's most precious wild places in the form of 37 nature reserves and 20 Local Nature Reserves. These provide places where wildlife can thrive and people can relax and enjoy the wealth of our natural heritage.

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