



**Lancashire,
Manchester &
N Merseyside**

Visitor Services Assistant **Volunteer Role Description**

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.

About the opportunity

We are entering a new exciting chapter at Mere Sands Wood, we have just re-built and extended our visitor centre and created what we like to think is the most beautiful little café and shop in the area overlooking a fantastic nature reserve that is popular with locals and tourists. We are now nearing an opening date and we are looking to recruit more wonderful volunteers to join our already well-established team that look after the reserve. Our new volunteers will help us focus on delivering a fantastic experience inside the café, shop and visitor centre for all the visitors that arrive at our nature reserve.

What is a Visitor Services Assistant Volunteer?

As the first point of call for our visitors it's important that you are personable and chatty and not afraid to strike up a conversation – we want all our visitors to get such a fantastic experience they come back again and again.

We need people who are confident handling cash and with full training provided by us will be confident using a touch screen till to take payments. This will form a large part of the role as the money and profit we make from selling items in our shop and café are what help us to maintain our beautiful nature reserves and also deliver the important work we conduct in regards to wildlife conservation.

You will be supported by a Manager and Assistant Manager on site and we will be recruiting a mixture of volunteers to support us in different areas. These will include meeting and greeting visitors, keeping our shop and café well-presented and tidy/organised, working on the tills and helping re-stock shelves and also helping with minor preparation in the café – such as slicing cakes into portions to sell, decanting food stuffs into containers and filling jars of cookies etc.

Later in the year we will also be looking for people to help us bake our own cakes and biscuits on site so this is the ideal way to get your foot in the door if you feel you are a budding Mary Berry or Paul Hollywood.

This role will suit people who;

Full training will be given in all areas so the only skill you will really need is the ability to be chatty and confident when talking to our visitors. However, experience in any of the following areas would be useful.

- Have experience in retail or catering.
- Have experience in a Church, Cathedral or community volunteer lead café.
- Have experience working in a charity shop.
- Knowledge of local wildlife and the ability to chat and talk about it confidently with visitors.
- Knowledge of Mere Sands Wood and its paths and wildlife.

What's in it for you?

- The knowledge that you have helped visitors to make the most of their visit.
- The opportunity to gain new skills or put existing skills to good use.
- Free accredited training in food safety, health and safety and basic first aid.
- Experience of being part of a dedicated team of other volunteers and staff supporting the work of Lancashire's leading conservation charity.
- An opportunity to meet new people and make new friends.

What's involved?

We are recruiting volunteers to help in just one or a number of these areas:

General duties

- Accurately manage transactions with customers using cash registers and maintain cash and stock security.
- Deliver excellent customer service and strive to always exceed visitor expectations, helping us to establish a reputation for consistently delivering high quality service in our shop and top-quality food and beverage.
- Comply with all policies and procedures of the Trust which includes the Trust's Health and Safety procedures in the workplace, ensuring personal safety and the safeguarding of the interests and safety of all staff, trainees, visitors, and others at the Trust.
- To work as part of a team alongside staff and volunteers as required and uphold the working values and expectations of the Lancashire Wildlife Trust
- To carry out other duties relevant to your role as reasonably required by the manager to maintain a clean and welcoming environment for our visitors, this includes as a team and alongside staff cleaning our kitchen, public areas and washroom facilities.

Welcoming visitors

- Provide a warm welcome to all visitors entering the shop and café.
- Be confident to talk about our reserve and about our other sites and conservation work.
- To keep up to date on bird sightings, and abreast of what's going on on the wider reserve depending on the season and to be able to communicate this on site to our visitors.
- To promote membership and talk passionately about The wildlife Trust

Catering duties

- Deliver the high standards of food and drink preparation and presentation.
- Provide visitors with information on food composition, ingredients and menu and food displays.
- Take a personal responsibility for Food Hygiene standards whilst performing tasks, ensuring personal workstations are clean and tidy at all times.
- Display and re-stock all food items, condiments and garnishes, as necessary.

- Follow daily and weekly site cleaning programmes.
- Follow COSHH regulations.
- Maintain a clean and safe kitchen space, including operating our pot wash.
- Uphold the licensing objectives with regard to the sale of alcohol.

Retail duties

- Provide a warm welcome for visitors, making the shopping experience an enjoyable one.
- Actively maintain knowledge of the product ranges so that you can assist and advise visitors with their purchases.
- Ensure the shop is kept in a clean, attractive, and safe condition, both inside and out.
- Merchandise and display stock to a high standard always by making effective use of point-of-sale materials and ensuring displays are fully stocked, in date, and correctly priced.
- Maintain outside shop front retail displays to attract visitors inside the shop. Keep a close eye on the weather conditions and the impact this may have on these displays.
- Ensure every opportunity is taken to increase retail sales, raising the average transaction value from customers. Support all promotions and upsell enthusiastically whenever possible.

Extra information

Your place	Mere Sands Wood Visitor Centre
Time commitment	There will be different days and time slots available 4 - 8 hours to suit, usually between 9am and 5.30pm. We hope people will volunteer with an interest in benefiting LWT in the long term.
Volunteer Manager	Visitor Centre Manager
Staff Contact (if different)	Ian Wright iwright@lancswt.org.uk 01704 821809
Training/Resources	LWT Volunteer Induction Online training: Food Safety Training Levels 1&2 (certificated) Health and Safety Training Levels 1&2 (certificated) Basic First Aid (certificated) Manual Handling Training Eligible to apply for internal vacancies (once induction has been completed)
Expenses	Out-of-pocket travel costs between home and volunteering place will be paid up to a maximum of £5 per day, and other reasonable subsistence/expenses agreed in advance.
Requirements	Completion of the Volunteer Registration Form Informal interview Two references Completion of relevant training

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