

**VOLUNTEER OPPORTUNITY: Catering Support**

**Why do we need you?**

At WWT we shape unforgettable experiences. At heart we are warm, welcoming and genuine. In our Waterside Cafe we do this by offering a delicious selection of home cooked food and chilled drinks, served and assisted by our friendly team of staff and volunteers.

We are looking for volunteers who can support our team in the Waterside Cafe and ensure we offer excellent customer service to our visitors.

**Who will be responsible for your role?** Catering Supervisor

**Where will you be based?** Waterside café, WWT Washington

**How much time will it take?** Normally one day per week from 11-3pm. Assistance on weekends and during school holidays especially helpful. We will mutually agree the hours you are able to contribute, and it would be helpful if you could try to give us as much notice as possible on the occasions when you are not able to contribute those hours.

To ensure a positive volunteering experience for you and to provide a helpful contribution to the organisation, we hope you will be able to volunteer with for us for at least six months.

**What will you be doing?**

* Assisting the café team with clearing of tables
* Supporting behind-the-scenes with tasks such as washing up and loading the dishwasher
* Engaging with visitors to the café and helping with any enquiries they may have
* Assisting with recycling
* Refilling counters and displays

**Who are we looking for?**

To carry out this role, you will need:

* Good verbal communication skills
* To enjoy working as part of a team
* Good general fitness as this role involves spending periods of time on your feet and may involve lifting
* To be reliable and committed to the role and the team
* An interest in and enthusiasm for the work of WWT

**How will you benefit?**

* This is an excellent opportunity to work within an internationally important wetland site.
* Suitable uniform and a name badge is provided to all regular volunteers
* Discount is available in the café and shop on the days of volunteering
* Relevant training opportunities will be provided
* You will be part of a friendly and dedicated team with plenty of opportunities to meet new people

**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.

**How to Apply:**

Please go to <https://vacancies.wwt.org.uk/vacancies/346/catering-volunteer.html> and complete the online application form which can be found along with full details of this role.

**Date raised:**  Jan 2025