

**VOLUNTEER OPPORTUNITY: Catering - Cafe Support**

**Why do we need you?**

At WWT Llanelli, we shape unforgettable experiences. At heart we are warm, welcoming and genuine. In our Estuary Café 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. All of which can be enjoyed overlooking the beautiful Gower Peninsula and spectacular wildlife.

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

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

**Where will you be based?** WWT Llanelli Wetland Centre

**How much time will it take?** Normally one day per week from 10am – 3.30pm Assistance on weekends and during school holidays is 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.

**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 / Skills Required?**

To carry out this role, you will need:

* Good general knowledge of kitchen etiquette.
* Good verbal communication skills
* To enjoy working as part of a team
* A commitment to excellent customer service
* Good general fitness as this role involves spending periods of time on your feet and may involve some light lifting
* To be reliable and committed to the role and the team
* An interest in and enthusiasm for the work of WWT
* Maintain good standards of personal hygiene.

**How will you benefit?**

* This is an excellent opportunity to volunteer 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

We want your volunteering to be a positive and fun experience. You’ll get a warm welcome, including information on training, equipment and other information you need. This will include risk assessments based on your role and any particular support you need.

**General notes**

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

Getting to the site - WWT Llanelli lies on the northern shore of the Burry Inlet facing the Gower Peninsula and is off the A484 and B4304 to Swansea and is on the Sustrans Celtic Trail Route 4. If arriving by car there is free parking and bike racks are available as well as a covered bike shed. There is no public transport directly to the site. Llanelli bus station is a 40-minute walk away, while from Llanelli Bus Station, you can catch the 110 or 111 bus towards Swansea for a ten-minute ride to nearby Llwynhendy. If you get off at The Joiners Arms pub, it’s then a 25-minute walk the centre.

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: March 2024