

**OPPORTUNITY: Retail Assistant**

**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. People feel part of something amazing and are motivated to make a difference.

By providing an excellent visitor experience as a member of the visitor services team, you will be encouraging our visitors to make the most of their visit to Washington Wetland Centre, and to understand and support our work to save wetlands for wildlife and people.

**Who will be responsible for your role?** Retail and Visitor Services Supervisor

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

**How much time will it take?** At least 1 day per week (to be agreed) 10am until 4pm.

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?**

* Working as part of the visitor services team (made up of staff and volunteers) to engage and inform our visitors about the Centre and WWT. As such you will need to develop a good knowledge of the history of WWT and Washington Wetland Centre, its history, aims and objectives, information on the biodiversity of the Centre and conservation messages for WWT.
* Meeting and greeting visitors on the admissions desk, and operating the till for admissions and the gift shop.
* Familiarising yourself with events, activities, sightings and developments at the centre so that you can provide up-to-date information to our visitors.
* Providing information on request, alerting visitors to specific events of interest taking place at the centre on that day and for future events.
* Using leaflets and maps to point out the locations of significant events eg. swan feeds or osprey updates.
* Promoting membership of WWT. Filling in membership forms in accordance with WWT guidelines, ensuring that all relevant paperwork is accurately completed.
* Assisting with other tasks in the shop where necessary.
* Completing customer service training and any other training relevant to the role.

**Who are we looking for?**

To carry out this role, you will need:

* Excellent verbal communication skills
* Good listening skills, with the ability to adapt your approach to suit your audience
* Confident in the use of multi operation tills
* A confident attitude and/or experience of successful face-to-face contact with the public
* Commitment to excellent customer service
* An interest in and enthusiasm for the work of WWT
* The ability to work under your own initiative under the direction of the Visitor Services and Engagement Officer
* Commitment to undertake relevant training

**How will you benefit?**

* This is an excellent opportunity to work within an internationally important wetland site.
* Suitable uniform and a name badge are provided to all regular volunteers
* Discount is available in the cafe and shop on the days of volunteering
* Free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge.
* Training opportunities will be provided

**General notes:**

The exact hours you are able to contribute will be discussed prior to placement. You must be able to get to the centre by your own means. 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:**  April 2017