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**VOLUNTEER OPPORTUNITY:****Catering Support**

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**Why do we need you?**

Our catering support volunteers help our team across the catering operation at Slimbridge Wetland Centre and ensure we deliver excellent customer service to our visitors. The money our visitors spend in our catering outlets supports the vital conservation work carried out by WWT.

At WWT we believe that 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. At Slimbridge Wetland Centre visitors can explore unique wetland habitats and the amazing array of birds, mammals and amphibians that inhabit them. Our volunteers help to welcome and inspire visitors, and look after our unique habitats and heritage.

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**Who will be responsible for your**

Catering manager

**role? Where will you be based?**

WWT Slimbridge Wetland Centre

**How much time will it take?**

Normally one day per week from 11-3pm. Assistance on weekends and during school holidays is especially helpful.

**What will you be doing?**

- Engaging with visitors in the Kingfisher Kitchen and helping with any enquiries they may have
- Assisting the catering team with clearing of tables
- Refilling counters and displays
- Directing customers to clean/ free tables during busy times
- Helping the catering team to give information on queue / hot food waiting times

**Who are we looking for?**

This role will suit you if you:

- Have an enthusiastic and friendly manner
- Enjoy delivering excellent customer service
- Have a good level of general fitness as this role involves spending periods of time on your feet and may involve lifting and carrying
- Have an interest in the natural environment and enthusiasm for the work of WWT
- Like working in a busy customer service environment

**How will you benefit?**

- Volunteer in an inspiring environment and get closer to nature
- Great way to learn new skills
- Become part of a friendly, energetic and dedicated team
- Meet like-minded people
- Make a real contribution to the conservation work of WWT
- Free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge
- Discount in WWT shops and cafes
- WWT uniform provided
- Induction and training provided

### **General notes:**

Road: Slimbridge Wetland Centre is 2 miles off the A38. There is a large car park with ample car parking spaces and there is a bike rack available for staff volunteers. Rail: Cam & Dursley rail station is a 3.5 mile cycle or taxi ride away. Bus: Unfortunately there is no bus service directly to Slimbridge: the nearest services stop is at the A38, 2 miles walk from the Centre.

We regret that 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 placement 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.

### **Interested?**

If you are interested in this role, please complete an application form so that we can talk it through further with you.

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**Date reviewed:** January 2023