

**VOLUNTEER OPPORTUNITY: Ice Cream Van 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 food, cakes and hand crafted drinks, served and assisted by our friendly team of staff and volunteers and during our warm months, we love to offer ice cream from our traditional ice cream van which sits stationary on our site opposite our lovely playscape.

We are looking for volunteers who can run the van during the afternoon hours on warm days and weeks, ensuring we give that point of difference to our visitors and a delicious Carte d'Or treat whilst raising vital funds for our wetland conservation work

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

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

**How much time will it take?** 4 hours per week across our 7 day operation during school holidays April – September

Sat & Sun availability needed

 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?**

* Opening and closing the van
* Engaging with visitors, offering efficient and welcoming service
* Serving ice cream from the Carte d'Or van along with pre-packaged items
* Following food safety management and complete Food Safety Training level 2
* Cleaning the ice cream van as needed and refilling ice cream freezer
* Assisting with rubbish and recycling

**Who are we looking for?**

To carry out this role, you will need:

* Good verbal communication skills with an engaging personality
* Motivated to work alone or as part of a small team
* Ability to operate a card payment terminal
* To undertake WWT online GDPR training module in order to adhere to legislation
* 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
* A benefit if you’ve previously worked somewhere with an ice cream counter
* A benefit if you’ve worked in a fast past catering environment
* An interest in and enthusiasm for the work of WWT

**How will you benefit?**

* You get to bring joy to visitors as an ice cream vendor
* 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.

If poor weather means opening the ice cream van is not suitable on your planned volunteering day, we will identify any other areas where you would like to support the trading team to ensure your time is respected and supports our work in other ways.

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 <http://www.wwt.org.uk/support/volunteer-with-wwt/> and complete the online application form which can be found along with full details of this role.

**Date raised:**  April 2017