

 **VOLUNTEER OPPORTUNITY: Ice Cream Bike Operator**

What we want...

We’ re looking for positive minded individuals who can bring joy and some theatre to Ice Cream sales whilst on the move at our wetland centre.

Become the face (and wheels!) of **Martin Mere’s Wetland Centre** —a mobile, bike‑powered ice‑cream experience that pops up where the crowds are. You’ll steer one of our fully‑equipped electric bikes, to delight customers with ice cold refreshments and Ice-Creams. Use your entrepreneurial flair to maximise daily sales. Expect plenty of sunshine, spontaneous dance‑offs with kids, and the buzz of being on the move.

The ideal candidate should have strong customer service skills, physical fitness, and a positive attitude. They would be confident in handling transactions, maintaining the bike and inventory, and promoting the business. They should also be comfortable working independently and be available during peak hours, particularly weekends and holidays.

**Key Responsibilities:**

* **Sales and Customer Service:**

Serving ice cream, handling payments, managing queues, and providing excellent customer service.

* **Route and Territory Management:**

Planning daily routes, identifying high-traffic areas, and potentially suggesting new locations.

* **Inventory and Quality Control:**

Monitoring freezer stock, restocking as needed, and ensuring product quality.

* **Brand Representation:**

Maintaining the bike's cleanliness, engaging with the public, and potentially capturing content for social media.

**Skills & Experience:**

* **Customer-facing experience:**

Previous experience in retail, hospitality, or customer service is highly beneficial.

* **Communication skills:**

Ability to interact confidently with customers and promote the business.

* **Physical fitness:**

Ability to cycle a loaded ice cream bike for several hours and handle the physical demands of the role.

* **Numeracy and basic tech skills:**

Comfortable with handling cash, using card readers, and potentially using POS apps.

* **Independence and reliability:**

Ability to work independently, manage time effectively, and ensure the business runs smoothly.

**You’ll smash this role if you :**

* Thrive on **energy and chat**—you spark conversations with strangers.
* Love the outdoors and can cycle confidently (e‑bikes/trikes—no Tour‑de‑France fitness needed).
* Think like a mini‑CEO: spot busy spots, track sales, keep your freezer tidy.
* Are 18 + with the right to work in the UK and a knack for punctuality.
* Bring the vibes—music playlist optional but encouraged!

**Practicalities**

**Where will you be based?** *Martin Mere Wetland Centre*

**Who will you volunteer with?** *Other Volunteers & Retail Staff*

**Time commitment?** Flexible over *peak periods E.g. summer holidays and weekend*

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.

Volunteers receiveaccess to our sites, and discounts in our shops and cafes. Some roles include a uniform or require the use of equipment or protective clothing.

If you are based at a particular site or office location, you’ll need to be able to get yourself there and back. Information on locations can be found on our [website](https://www.wwt.org.uk/wetland-centres).

If you are interested in volunteering for WWT but don't wish to apply online, please email volunteering@wwt.org.uk or leave a message at 01453 891 231 with your name and number.

We will keep you up to date with what’s happening across WWT and the difference you will be helping to make happen.

**General notes:**

We regret that we are not in a position to reimburse travel expenses; however pre-agreed, out of pocket expenses incurred in the course of your volunteering activities will be reimbursed in line with WWT’s expenses policy. We regret that we are not in a position to reimburse expenses incurred for travel to Martin Mere where you will be based.

You will need to be able to get yourself to and from Martin Mere.

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.*