

**VOLUNTEER OPPORTUNITY: Catering - Cafe Support Team**

**Why do we need you? Why volunteer with us?**

We’re WWT, the charity for wetlands and wildlife. We’re on a mission to restore wetlands because they are a wondrous solution to our world's problems. Together we will unlock their power – and help nature burst back to life. Because when wetlands flourish, all life will flourish.

We lead the way, bring life and inspire connection. Our main values enrich our community:

* By restoring our wonderful wetlands we gain deeper connections
* By inspiring future volunteers we will inspire others to value, act and benefit from wetlands
* To Thrive! We believe our volunteers will thrive in making WWT a more sustainable and inclusive organisation.

At our wetland centres we shape unforgettable experiences for our visitors to engage with wetland wildlife and learn more about our pioneering work to conserve wetlands and save species around the world.

At our Arundel Wetland Centre, we want to ensure that our visitors receive a warm, friendly welcome to ensure they have a comfortable and enjoyable visit. We are looking for volunteers who can be a hands-on support for our Café Team, helping to ensure we offer excellent customer service to our visitors. You’ll also be part of the wider team ensuring that our visitors have a great day to remember: championing WWT in actively engaging our visitors, providing them with information, activities at the site and sharing our stories and latest conservation initiatives.

**Wetlands for the win!**

Looking for valuable work experience to gain relevant skills. Look no further - a volunteering position with us plays a crucial role in saving wetlands for wildlife and people as well as:

* Being part of a volunteering experience in an inspiring environment and getting closer to nature
* Making a real contribution to the conservation work of WWT
* Learning new, transferable skills and being part of an inclusive volunteering experience
* Becoming part of a friendly and dedicated team
* Gaining free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge, and enjoying a great discount in WWT shops and cafes
* You will be provided with a WWT uniform and receive full induction and training for your role

**This role involves:**

* Undertaking any training needed to ensure our best practise high standards are kept
* Serving our visitors light meals, snacks and drinks
* Helping keeping our café tables clear, clean and free for use
* Engaging with our visitors, directing them to our seasonal highlights and daily talks
* Supporting behind-the-scenes with tasks such as washing up and sorting deliveries
* Helping ensure food displays are replenished and looking tempting

**This role will suit you if:**

You have a positive, friendly and can-do attitude and are happy to undertake a variety of tasks with our customers in mind to help out. It’s a close-working team, however, working under your own initiative and being self-motivated is important. A good general knowledge of food safety and hygiene would be helpful, but we’ll give you training and the information needed to confidently undertake tasks. Engaging positively with our visitors with the work of WWT is also a key part of this role, and so confidence in speaking with them simply and effectively is also important. Good general fitness is needed as this role involves spending periods of time on your feet and may involve some light lifting

**Practicalities**

**Where will you be based?** Arundel Wetland Centre

**Who will you volunteer with?** Catering Team – led by Liz Butler-Thompson, Catering Manager

**Time commitment?** Ideally, one day per week from 11am – 3pm, with time over weekend and during school holidays especially helpful. However, we will mutually agree the hours you are able to contribute.

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

**Interested?**

Full details of this and other roles can be found at [www.wwt.org.uk/volunteer](http://www.wwt.org.uk/volunteer). We celebrate inclusivity and diversity amongst our volunteering community and encourage applicants to state any disabilities they have for provided support. Please state any disabilities in your application form, or contact us at [volunteering@wwt.org.uk](mailto:volunteering@wwt.org.uk) to state what support you need either in locating the information or filling out the application process so we can cater for your additional needs.