

**VOLUNTEER OPPORTUNITY:** Administration Support – Venue Hire

**Why do we need you?**

At WWT Llanelli we shape unforgettable experiences for visitors to discover and learn about the incredible wetland wildlife in the heart of South Wales. We are always looking at new ways to generate income to support our pioneering conservation work in the UK and around the world.

Our centre offers a selection of spaces for hire that are great venues for corporate meetings, team away days and other events, and all profit from these goes directly to our global and national conservation projects.

In this role, you will be providing essential behind-the-scenes support for our friendly staff team to generate income for our conservation work by assisting with day-to-day administration, dealing with telephone enquiries, helping to promote our services to potential clients, making bookings, keeping our electronic systems up-to-date and providing clients with information.

You will also support us in promoting our spaces (on venue hire lists and websites, etc.) and preparing the spaces for events.

**Who will be responsible for your role?** Marketing & Communications Manager

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

**How much time will it take?** 1-2 days per week from Monday – Friday (flexible)

10am – 15.00 pm (flexible)

**What will you be doing?**

* Dealing with telephone and email enquiries for bookings
* Filing hard copies of bookings
* Dealing with visitors enquiries and liaising with the appropriate staff member
* Checking voicemails and taking appropriate action
* Assisting with general administration
* Researching the internet for specific tasks
* Helping with basic set-up for events
* Assisting with stock take and inventory
* Ad hoc help to meet and greet the guests during events
* Providing information on WWT Llanelli facilities and daily activities, so that all visitors receive accurate and relevant information to enhance their visit

**Who are we looking for?**

To carry out this role, you will need:

* An interest in and enthusiasm for the work of WWT
* A commitment to excellent customer service
* Charisma, and a friendly, professional, out-going attitude
* Good verbal communication and negotiation skills
* Computer skills – knowledge of Windows, (Word, MS Office – Outlook, Excel, PowerPoint) and must be comfortable working with Outlook emails.
* Highly organised with good attention to detail
* A commitment to delivering excellent customer service
* The ability to work as part of friendly, busy team and on your own
* Able to work within WWT’s operational and policy guidelines (to be provided as part of your training)
* Able to handle multiple projects or tasks
* Experience in an office administrative setting is useful

**How will you benefit?**

* This is an excellent opportunity to become part of a friendly and dedicated team of staff and volunteers within an internationally important wetland site
* A chance to use and further develop your administrative skills
* Enjoy new experiences, learn about centre operations and explore opportunities for further training
* An appropriate WWT and centre role induction and uniform will be provided
* A discount is available in the café and shop on the days of volunteering
* Relevant training opportunities will be provided

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.

**General notes**

We will mutually agree the hours you are able to contribute, and it would be helpful if you could try to give us as much notice as possible on the occasions when you are not able to contribute those hours.

Getting to the site - WWT Llanelli lies on the northern shore of the Burry Inlet facing the Gower Peninsula, and is off the A484 and B4304 to Swansea and is on the Sustrans Celtic Trail Route 4. If arriving by car there is free parking and bike racks are available as well as a covered bike shed. There is no public transport directly to the site. Llanelli bus station is a 40-minute walk away, while from Llanelli Bus Station, you can catch the 110 or 111 bus towards Swansea for a ten-minute ride to nearby Llwynhendy. If you get off at The Joiners Arms pub, it’s then a 25-minute walk the centre.

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.

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.

**Date raised:**  February 2024