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Nottinghamshire
Wildlife Trust

Volunteer role description

Role title:	Retail Volunteer, Idle Valley Nature Centre
Team/Group:	Idle Valley Nature Centre
Your volunteer leader:	Kate Raynor, Retail and Catering Manager
Volunteering base:	Idle Valley Nature Reserve, Retford, Nottinghamshire

Why we need this role

We need retail volunteers to ensure we provide a great experience to visitors to our nature centre. As the first point of contact for most of our visitors, this role involves serving customers and merchandising products in our busy gift shop.

What this role involves

You will:

Serve in the shop (using cash tills, handing money); making a favourable impression on visitors and checking the information area is well stocked

Greet and talk to visitors who come into the café/shop area and make them feel welcome and informed

Answer or 'signpost' queries about our reserve and wildlife work for visitors.

Be a central point of contact for the Idle Valley Nature Reserve staff team, its volunteers, site users and visitors

Experience and skills needed

Approachable with a friendly personality

Interested in wildlife and conservation.

Like listening and helping people

Ability to work as part of a team

Efficient at taking messages and passing them on

Some IT skills would be advantageous but not absolutely necessary

Benefits and training opportunities

This is an opportunity to work with people, helping them with their enquiries and making their visit to this popular reserve a positive experience.

You will be part of a great team at our fantastic visitor centre.

Excellent work experience for future employment prospects.

Commitment

This role is flexible, though it will be helpful if you can commit to a particular time slot (morning or afternoon or all day) on a certain day of the week. We need cover for all seven days between 10am & 4pm, and ask that you do at least 1 day per fortnight (preferably 1 day per week).

Duration of role

Ongoing.

References required?

Yes

All volunteers are asked to agree to our [Volunteer Code of Conduct](#)

Click her to complete an online [application form](#)

www.nottinghamsirewildlife.org/get-involved