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Nottinghamshire
Wildlife Trust

Volunteer role description

Role title:	Volunteer Admin Assistant
Team/Group:	Trading
Your volunteer leader:	Retail Manager
Volunteering base:	Attenborough NR Visitor Centre

Why we need this role

Supporting our busy trading team at Attenborough Nature Reserve visitor centre, you will work alongside staff who are there in the background making sure the centre running is smoothly.

We welcome 250,000 visitors each year to enjoy our café, shop, conferencing facilities, events, education activities and much more besides. Our trading team are responsible for making all of this happen so that we can keep on welcoming visitors and generating vital income for the Trust.

Be it school groups, corporate work-days, or first time visitors to our reserves, Attenborough has been the gateway for many people to begin connecting with nature. In the coming years we want to extend this even further so that everyone can come and enjoy the benefits of this wonderful nature reserve. We are committed to excellent customer service so that every call and visit to the reserve is a positive experience.

What this role involves

You will help with a variety of tasks alongside staff in our friendly office. This will include:

Public facing

- Answering phone calls. Resolving at first point of contact or taking messages.
- Listening to phone voicemails and taking messages.
- Update our bird sightings board.
- Provide a friendly, professional quality service to visitors, support and to positively represent Nottinghamshire Wildlife Trust Trading Ltd.

Administration

- Scanning invoices and sending to relevant staff member.
 - Provide admin support to the Engagement team, Catering & Retail Manager and Business Co-Ordinator
 - Maintenance of the stationary cupboard & making orders including first aid kits.
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Experience and skills needed

Full training will be given and you will be supported by staff while you volunteer. It would be helpful to have experience of working in a similar position within an office environment, bringing your skills such as:

- Good administration skills, including Microsoft Office Suite.
 - Ability to work in an organised fashion in a busy environment, as part of a team or individually.
 - A customer focused approach, able to communicate in an effective and friendly manner with visitors.
 - Common sense, enthusiasm and a willingness to embrace change.
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Benefits and training opportunities

You will:

Receive training to fulfil the role

Meet new people and make new friends

Have fun and be part of a team that makes a real difference

Help us to run a Centre that generates money for Nottinghamshire Wildlife Trust

Feel more connected to nature, the community and Nottinghamshire Wildlife Trust

Use your experience to help us while keeping your skills up to date

Commitment

We are looking for a minimum of 1 full day or 2 half days per week.

Duration of role

Permanent - ongoing

References required?

No

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

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