

# Volunteer Role Profile

Volunteer Role

**Visitor Centre Welcome**

Volunteer Manager

**RSPB Reserve Team**

Where you will be based

**Property/on-site**

## Why we want you

The RSPB manages a big network of nature reserves which are havens for wildlife, and importantly very special places for people of all ages and abilities to visit and experience a nature rich landscape.

Nature is in trouble, there aren't many places left where wildlife can thrive, that is why we want to welcome more people to these places.

We are looking for volunteers who can help with our visitor engagement activities, specifically welcoming people on arrival and talking to them about the site offer, what can be seen on the reserve and membership.

The RSPB is the UK's largest nature conservation charity! Join our fantastic volunteers who are helping to inspire everyone to give nature a home and secure a healthy environment for wildlife. We will help you gain skills and give you an invaluable insight into our essential work.

## What you will be doing

- This will depend on which reserve you're working on, but will include some of the following:
- Providing a friendly welcome to visitors when they arrive and making them aware of parking/entry requirements. Provide advice on what to see on and where to go on the reserve.
- Talking to the public about the work of the RSPB, what we're all about and asking them if they would like to become members if the conversation takes you there.
- Operating the till and credit card machine as part of retail and catering lite options, and to process membership and donations. This will vary depending on the site-specific requirements.
- Ensuring the welcome area is clean and tidy, leaflets are replenished, and information boards are up to date.

## The skills you need

- Essential:
- A 'people person', who enjoys meeting new people and is a confident communicator.
- Be comfortable with the sales element of the role.

- Beneficial:
- Attention to detail.
- Organisational skills, to help ensure events and activities are carried out safely.
- Previous retail and customer experience.
- Wildlife expertise or in-depth knowledge of the RSPB required is not required for this role.

### **What's in it for you**

- You will be working with a friendly team on a beautiful nature reserve, you will have the opportunity to make new friends and spend time outdoors. You will get to meet loads of new people in this role, enjoying conversation and helping people have a wonderful visit.
- There is always the opportunity to learn new things and gain skills through volunteering, by working on a reserve, you'll naturally learn all about how nature reserves are managed and the wildlife that is found there.

### **Disclaimer**

You'll be fully trained on our in-house systems before starting in the role, and ongoing support will be provided. If required, we will ensure you're set up with an RSPB email account & login, which will enable you to access the RSPB systems you will need. You will need to complete our GDPR (General Data Protection Regulations), PCIDSS (Payment Card Industry Data Security Standard) and Safeguarding training which can be done online.

Full training and support will be provided for this role, but you do need to be a 'people person' and have good communication skills.

This is a rewarding and enjoyable role. You will be working with a friendly team on a beautiful nature reserve, you will have the opportunity to make new friends and spend time outdoors. You will get to meet loads of new people in this role, enjoying conversation and helping people have a wonderful visit.

There is always the opportunity to learn new things and gain skills through volunteering, by working on a reserve, you'll naturally learn all about how nature reserves are managed and the wildlife that is found there.

This role is suitable for under 18's.