

Volunteer Role Profile

Volunteer Role	Retail Volunteer
Volunteer Manager	Retail Manager
Where you will be based	Community

Why we want you

We are looking for volunteers to help in the shops on our nature reserves. In order to ensure that visitors have an enjoyable and safe visit, we need a team of volunteers to help everything run smoothly. When people visit our shops, we want them to have a warm welcome and to be able to talk to the team about the products, such as bird food and feeders. We also need to ensure that shelves are stocked, and the retail space is clean and tidy. All this work requires a team of friendly and supportive people to help out. We simply can't run our shops without volunteers.

Profits made from our shops mean that we can continue to protect wildlife, so they're an important part of our work. 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

- Welcoming and talking to customers.
- Providing information about products.
- Serving customers at the till.
- Opening up and closing the shop.
- Checking stock levels and replenishing when necessary.
- Ensuring the shop is clean and tidy.
- Keeping up to date with current offers and promotions and mentioning these to customers.

The skills you need

- Essential:
 - Have good communication skills and enjoy talking to new people.
 - Enjoy working as part of a team.
 - Willing to be flexible and take on different tasks as and when needed.
- Beneficial:
 - Prior retail experience.

What's in it for you

- You will be carrying out your volunteering role on a nature reserve with a friendly and supportive team.
- You will learn new skills and gain experience working in the hospitality industry, including great transferable skills, such as customer service, diplomacy, people engagement, following health and safety protocols.
- The money raised through our retail and catering contributes to nature conservation, through the so you'll get satisfaction from making a difference.

Disclaimer

Suitable for under 18's.

The RSPB will reimburse you for out of pocket expenses travel expenses, we will provide the equipment, training and any uniform needed for you to complete the role

We're now the largest nature conservation charity in the country, consistently delivering successful conservation, forging powerful new partnerships with other organisations and inspiring others to stand up and give nature the home it deserves. We rely on the support and generosity of our volunteers to make a difference

Our work stretches far beyond the UK. Wherever wildlife is in threat, we'll work with partners across the globe to help save it and give it a home.