

Volunteer Role Profile



Volunteer Role	Retail & Catering (Mere Sands Wood)
Volunteer Manager	Commerical Volunteering & Events Coordinator
Where you will be based	Other

Why we want you

Our Visitor Centre at Mere Sands Wood Nature Reserve opened back in August 2021 and houses a café and retail space along with public toilet facilities, staff offices and a volunteer room.

As well as our Retail and Catering operation, the Visitor Centre and Café also provides a base for our busy programme of events, activities and educational visits by schools.

Retail & Catering Volunteers are the first point of contact for visitors to Mere Sands Wood. You will greet visitors, take payments for retail and café items on the till and strike up a conversation about Lancashire Wildlife Trust and the work we do.

We want all our visitors to have a fantastic experience when they visit, that makes them want to come back time and time again.

You will share your enthusiasm for the reserve, our wildlife and our conservation work with our visitors and promote the work of Lancashire Wildlife Trust, along with promoting all that Mere Sands Wood has to offer.

The income that you generate from selling items in our shop and café helps us to maintain our nature reserve and supports our vital conservation work.

What you will be doing

- Volunteering in an indoor role in our Visitor Centre.
- Setting up in the Retail & Catering areas ready for opening including stocking up items.
- Providing a warm and friendly welcome to all visitors, exceeding their expectations, and encouraging them to keep returning.
- Taking payment for retail and café items using a touch screen till and processing payments.
- Providing visitors with advice and information to enable them to make the most of their visit to the reserve e.g., providing maps, leaflets, directions, and ideas of things to do and events that they could take part in.
- Talking to visitors about the work of Lancashire Wildlife Trust.
- Promoting volunteering to our visitors and talking about available

volunteering roles..

- Keeping shelves and counters well stocked and looking attractive during opening hours.
- Tidying tables and clearing any cups or plates left by visitors.
- Tidying and restocking at the end of the day.
- Completing online training courses. A number of these need to be completed before you can start volunteering in this role. Online training can be completed at home or at Mere Sands Wood.
- Actively engaging with all visitors to Mere Sands Wood, sharing your enthusiasm for the reserve and our wildlife. Promoting the work of Lancashire Wildlife Trust, supporting our membership team and raising awareness of LWT Membership, and asking visitors to support the Trust by becoming members whenever you get the opportunity.
- Handling visitor management issues in a polite, sensitive and confident manner e.g. assisting visitors with car parking enquiries.
- Given the nature of our operation at Mere Sands Wood, we may, from time to time, ask you to assist us with tasks other than those listed above. This may include helping out in an emergency or "out of the ordinary" situation or during very busy periods or when we have a shortage of volunteers in a particular area.
- Keeping up to date with information about Mere Sands Wood and our operation by reading weekly team brief minutes, email communications and volunteer notice boards.
- Saying hello and providing our visitors with information and assistance whenever you can!

The skills you need

- To be friendly, approachable, chatty, confident, and outgoing. Can strike up a conversation with visitors to Mere Sands Wood.
- Are a "people person" and can make everyone feel welcome.
- Have experience of working or volunteering with members of the public in a public/customer facing role or are wanting to gain experience in this area.
- Excellent verbal communication skills.
- Are comfortable and confident handling cash and using a touch screen till (following training).
- Can follow risk assessments, method statements, procedures, and online training.
- Have some basic IT skills to enable you to complete online training courses.
- Can complete online training course either at home or at Mere Sands Wood on a range of a range of topics.
- Have a commitment to ongoing training and development.
- Can adapt to very busy days and also quieter days.

- Have an interest in wildlife – you don't need to be an expert though!
- Can work together with other volunteers and staff as part of a team.
- Have a flexible approach to your role with a can-do attitude.
- Following a period of induction and training are able to carry out the role with minimal supervision.
- Are reliable and punctual.
- Can volunteer on a set day on a weekly basis, or cover 2 sessions per month.

What's in it for you

- An opportunity to gain valuable experience at a high-profile nature reserve and visitor attraction.
- An opportunity to gain new skills or put your existing skills to use.
- Volunteering as part of a dedicated team with staff and other volunteers to support the work of Lancashire's leading conservation charity.
- An chance to meet new people.
- Free car parking at Mere Sands Wood.
- An industry leading package of Hospitality training with access to accredited and certificated online courses, on a range of topics, meaning you will gain certificates that you can take away with you into employment, training, or other volunteering roles.
- Travel expenses to and from Mere Sands Wood.
- Opportunities to progress with online training to achieve Level 2 certificates (on completion of induction).
- Access to LWT internal job vacancies (on completion of induction).
- Invitations to Supporters Day, Volunteer Meetings, events and activities (on completion of induction)
- Invitations to social events for Mere Sands Wood Volunteers or as part of the wider trust (on completion of induction).
- 10% Catering & Retail discount at Mere Sands Wood (on completion of induction).
- 20% discount at Cotswold Outdoors (on completion of induction).

Disclaimer

All volunteers must read and adhere to the LWT Volunteer Agreement, and relevant LWT Policies for your specific role.

This volunteer role might need to alter and change. We ask therefore that you are flexible and open to completing different tasks over time as per instruction from your Volunteer Supervisor.

If your health or access requirements change and this impacts on your ability to undertake your volunteer role, please ensure you inform us promptly.