

## *Volunteer Role Description*

### **Berry Head Visitor Centre Volunteer**

Help in the new Visitor Centre at Berry Head: answering visitor enquiries, directing visitors around the site, answering wildlife enquiries.

- Location:** Berry Head NNR
- Times:** Visitor Centre open 7 days a week. Days flexible but need commitment to 3hr shift (10am to 1pm or 1pm to 4pm)
- Accessibility:** Park in main car park, 10 minute walk to visitor centre.
- Accountable to:** Berry Head Countryside Officer
- Expenses:** Reimbursement of travel costs between home and volunteering location.

#### **Purpose of role:**

- Support running of the Visitor Centre;
- To provide a welcoming presence and to deal with visitor enquiries;
- Enable visitors to have a high quality visit to Berry Head;
- To promote the Trust and care for the natural environment.
- Promote the Trust membership package and recruit new members

#### **Tasks:**

*(These are the possible tasks but volunteers will not necessarily be expected to carry out all of them.)*

- Respond to enquiries about the Trust, its sites, events and volunteering opportunities;
- Respond to general visitor enquiries about Berry Head NNR;
- Respond to enquiries about the Geopark, walks and access;
- Join new Torbay Coast and Countryside Trust members;
- Maintain displays in the visitor centre
- Working in compliance with the Trust's emergency procedures and Health and Safety Policy at all times.

As part of this role you will be expected to undertake training.

All these arrangements are binding in honour only and not intended to be legally binding.

## Person Specification

### Visitor Centre Support Volunteer

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	None	Office/IT qualifications will help.
<b>Experience</b>	None	Dealing with people in a customer service environment will help.
<b>Skills &amp; Knowledge</b>	None	Communication skills and knowledge of the local area. Wildlife Knowledge.
<b>Attributes</b>	Willingness to work as part of a team Professional manner and good with people Flexibility Friendly Sense of humour Commitment	Patience when dealing with the general public. Interest in and desire to learn more about the natural world.