



## Volunteer Role Description

### Visitor Centre Volunteer – Cockington Country Park

Volunteers play a crucial role in supporting the running of the Visitor Centre; providing a welcoming presence, dealing with visitor enquiries and enabling visitors to really make the most of their visit to Cockington. They also help to promote the Green Heart Project and associated fundraising appeal and act as ambassadors for the Trust, helping to raise awareness of its work.

#### What this volunteering role offers you

Volunteering for the Trust in the Cockington Park visitor centre gives you the chance to:

- develop your people skills;
- work as part of a friendly and supportive team;
- share your passion for the local environment and heritage;
- learn more about the work of the Trust;
- increase your knowledge and understanding of Torbay's natural environment and
- gain experience of customer service.

Volunteers can attend a one day "Welcome English Riviera" Course organised by the English Riviera Tourism Company. You will also receive support in learning about the Park and the Green Heart Project.

You will also have the opportunity to participate in special events and activities run exclusively for volunteers.

#### Main Tasks

As Visitor Centre volunteer at Cockington Country Park you can expect to be helping with a variety of tasks.

- Respond to visitor enquiries about the Country Park, Cockington Court, events, walks and access
- Promote the Cockington Green Heart Project to visitors
- Promote the Green Heart Fundraising Appeal and specific opportunities for donations
- Supervise the visitor centre, donations and sales
- Maintain displays and literature in the visitor centre

As part of your role we will ask you to observe Trust policies and procedures, in particular:

- observe all Health and Safety requirements as directed by members of staff and
- become familiar with and follow the Trust's policy on Safeguarding at all times

#### About you

This is an ideal role for anyone who:

- Enjoys meeting new people
- Is enthusiastic and friendly
- Is flexible and able to work under their own initiative
- Has some knowledge of the local area
- Likes working as part of a team
- Has a responsible attitude
- Has an enthusiasm and passion for the work of the Trust
- Has good communication skills

If you have specific skills and experience that you think might be useful – such as work/volunteering in tourism, customer service or retail – please let us know when you apply.



## Other Details

<b>Location</b>	Cockington Country Park, Torquay, Devon TQ2 6XA.
<b>Time commitment</b>	Visitor Centre open 7 days a week in summer months, this will vary at other times of the year. Full and part-day sessions (10am to 1pm or 1pm to 4pm) available. All hours will be pre-arranged with you.
<b>Volunteer Manager</b>	Hannah Worthington – Cockington Green Heart Access Officer
<b>Training/Resources</b>	All our volunteers receive an induction where they are given appropriate training and information relevant to their role and the tasks they will undertake. There may be opportunities to participate in further training as required for individual roles and/or volunteers.
<b>Expenses</b>	Out-of-pocket travel expenses between your home and the volunteering place will be paid, as agreed in advance.
<b>Accessibility</b>	By car: Car parks in Cockington Village and at Higher Lodge. By bus: Number 12 to Cockington Lane (then follow walking instructions). Number 62 to Cockington Village (Mon-Sat). On foot: From Torbay seafront walk up Cockington Lane and through the Watermeadows on the boardwalk (20 mins). Not suitable for wheelchairs.

## About the Torbay Coast and Countryside Trust

Torbay Coast and Countryside Trust is a registered charity formed in 1999 to protect and enhance Torbay's unique and special natural and built heritage. The Trust exists because Torbay has an outstanding natural environment and heritage that needs special care and attention. Our aim is to provide a high quality environment where people and wildlife can flourish. We care for 1750 acres of land, which includes 76% of Torbay's Public Open Space, 88% of Torbay's Natural Greenspace and 50% of Torbay's beautiful coastline. And our activities are wide-ranging but all link to a clear goal of environmental, social and economic regeneration.

## What to do if you are interested

If you would like to find out more about becoming a volunteer and helping the Torbay Coast and Countryside Trust look after Torbay's special green spaces you can contact us in the following ways:

Email: [info@countryside-trust.org.uk](mailto:info@countryside-trust.org.uk)

Telephone: **01803 520022**

You can also download a registration form from the volunteering pages on our website: [www.countryside-trust.org.uk](http://www.countryside-trust.org.uk)

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