

## **TORBAY COAST & COUNTRYSIDE TRUST**

### **Cockington Visitor Centre Engagement Lead Volunteer**

#### **ROLE PROFILE**

**ROLE TITLE:** Engagement Lead Volunteer – Cockington Visitor Centre

**REPORTS TO:** Operations Manager

**HOURS:**

Ideally 1 regular shift per week (approx. 3–4 hours), with flexibility to provide occasional cover if possible.

**LOCATION:**

Cockington Visitor Centre, Cockington Country Park, Torquay

**PRIMARY ROLE:**

This Lead Volunteer role plays a key part in supporting the smooth running of the Cockington Visitor Centre. You'll help co-ordinate the volunteer team, provide a welcoming experience for visitors, and promote the work of Torbay Coast & Countryside Trust. It's a fantastic opportunity for someone confident, organised and passionate about engaging people with the local environment and heritage.

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**KEY RESPONSIBILITIES:**

- Represent Torbay Coast & Countryside Trust at the Visitor Centre.
  - Help co-ordinate volunteer rotas and assist new volunteers with induction and training.
  - Provide friendly and informative engagement with visitors about Cockington, the wider Trust, and local wildlife.
  - Promote membership, volunteering, and donation opportunities.
  - Ensure the Centre is clean, presentable and welcoming.
  - Collect and share visitor feedback or observations with the team.
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**SKILLS & EXPERIENCE**

**Essential:**

- Friendly and confident communicator
- Comfortable taking initiative and supporting a small team
- Passionate about nature, local history, or conservation
- Reliable and proactive
- Organised and able to multi-task in a visitor-facing environment

**Desirable:**

- Experience in retail, visitor services or volunteer management
- Familiarity with Torbay's heritage and the work of the Trust

- Basic computer literacy for rota and communication tasks
  - Comfortable around dogs, as they are common on site
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**Benefits of Volunteering:**

- Play a key role in welcoming visitors to a much-loved local heritage site
- Help others learn about the countryside and conservation
- Develop leadership, customer service and public engagement skills
- Be part of a friendly, supportive and passionate team
- Enjoy time in a beautiful setting while making a real difference