

Visitor Centre Assistant - Northumberlandia

Team

Estates

Responsibilities

- Working as part of the Northumberlandia volunteer team reporting to **designated NWT on-site staff**
- Helping with food service (the café will be virtually self-service initially but counters/fridges will need replenishment, customers will need assistance)
- Assisting with keeping the visitor centre clean and tidy (eg mopping and clearing tables, setting up/putting away equipment each day)
- Taking cash/non-cash payments using an electronic till
- Helping with the gift shop (eg restocking/tidying displays, pricing up/answering queries about items, selling NWT membership/special offers, stock checking)
- Engaging with visitors to answer queries and provide information about the partners, whole site (inc. future plans) and events coming up
- Promoting and taking donations
- Gathering customer information eg run simple surveys to find out where visitors come from/satisfaction levels/what visitors would like to see
- Assisting with running events eg greeting/thanking visitors, providing directions, handing out information

Existing skills and experience needed

Essential or desirable

No specific skills required as training will be given

First Aid certification

Desirable

Have undergone risk assessment and health and safety training

Desirable

Knowledge of working in a gift shop or café

Desirable

Food Hygiene Certificate

Desirable

Skills development offered

- Food Hygiene Certificate
- Training in relevant health and safety policies and codes of practice
- Training in appropriate equipment use
- Training in customer service / engagement
- Opportunity to attend volunteer training events offered by NWT

Support available

- Vehicle mileage and public transport costs will be reimbursed
- Personal protective equipment will be supplied when needed

Minimum time commitment needed

Half a day per week as part of rota system – morning 9am – 1.00pm afternoon 12.30pm – 4.30pm.

Any other relevant information

- NWT operates a comprehensive Health and Safety policy that all volunteers are required to adhere to.
- A standard DBS check will be required before working with cash. This will be carried out by Northumberland Wildlife Trust at no cost to you.
- Appropriate PPE and logos to be worn when instructed.

