

Role	Visitor centre volunteer
Location	Shropshire Wildlife Trust, Abbey Foregate, Shrewsbury
Role manager	Lizzie Stuart <a href="mailto:lizzies@shropshirewildlifetrust.org.uk">lizzies@shropshirewildlifetrust.org.uk</a>

## About this role

This role is a great opportunity to work alongside our small, friendly front-of-house team at Shropshire Wildlife Trust headquarters in Abbey Foregate, Shrewsbury.

Volunteers help us look after our visitor centre, play area, gift shop and room hire facilities, bringing in essential funds that allow us to protect and restore wildlife in Shropshire.

As a visitor centre volunteer, you will:

- Staff our reception desk, answer the phone, and welcome visitors and members of the public
- Manage enquiries by phone, email and in-person
- Staff our gift shop, helping customers by offering product advice and processing sales
- Help with merchandising, maintaining shop displays, and managing stock
- Help to recruit new SWT members
- Support our conference centre team with room hire bookings and hospitality
- Tidy and maintain visitor centre areas, including outdoor spaces and play area
- Support with events and activities to increase footfall and revenue

The centre is open Monday to Friday 10am to 4pm and Sunday 9.30am to 12.30pm.

We ask visitor centre volunteers to commit to one half-day shift per week as a minimum, from 9/9.30am to 1pm or from 1pm to 4.30pm.

The shop, garden and meeting rooms are wheelchair accessible.

## Perks and benefits

Visitor centre volunteers will enjoy:

- A chance to work and socialise with a small, friendly team
- Training and support, with a full induction
- Opportunity to develop skills in retail, customer service, hospitality and public engagement
- Branded SWT uniform
- Certifications and training in areas such as manual handling, GDPR, first aid and fire safety
- Volunteer social events

## Skills you'll need

No prior experience is required for this role.

We are looking for people who:

- Have a friendly, outgoing personality
- Are reliable and punctual
- Are happy to carry out a variety of tasks

Any experience you have in retail, hospitality or customer service would be very helpful, but is not essential.

This role has an induction period of one month. We'll ask you to read and adhere to our safeguarding policy, health and safety policy, and our volunteer code of conduct. You'll receive a copy of these when you apply.

At Shropshire Wildlife Trust, we're committed to building a diverse and inclusive team where everyone is welcome. If you're worried you don't have quite the right skills, might not be able to participate in all activities, or need any support or adjustments to the role, have a chat with us and we'll do everything we can to help you volunteer.

## Travel information

Our visitor centre is centrally located in Abbey Foregate, Shrewsbury.

By car:

- Easily accessible from the M54 and A5
- Pay & display car parking available at Abbey Foregate
- On-street parking available nearby – restrictions may apply

By public transport:

- Three minute walk from nearest bus stop at Asda, Old Potts Way, connecting to Park & Ride and local services
- Fifteen minute walk from Shrewsbury train station

Unfortunately we are not able to contribute to travel costs.