

Volunteer Role Description

Visitor Welcome Volunteer - Hertfordshire

Aim of volunteering role:

To give a warm welcome to visitors, and the important information they will need to get the most out of their visit. Visitor Welcome Volunteers are multi-tasking superstars who can brighten up even the rainiest day!

Tasks:

1. Provide a warm, friendly welcome to all visitors as the public face of the centre
2. Meet, greet and orientate visitors to various points around the centre, including the yard and café.
3. Develop a good knowledge of NAWT and what we have to offer so that all visitors receive accurate and relevant information to enhance their visit. You do not need to come with any special knowledge about NAWT but to be confident in your role you will receive full training be fully supported as you learn the role.
4. Welcome visitors to the centre, sign them in and monitor visitor numbers
5. Say goodbye to visitors and provide them with information on events and activities that encourage them to return.
6. Become familiar with and follow the Trust's Health and Safety Policy at all times.
7. Act in an appropriate manner as a representative of the Trust.

Time:

Flexible time commitment, pre arranged with the Volunteer Co-ordinator.

Place of work:

NAWT, Tyler's Way, Watford, Herts, WD25 8WT.

Volunteer Co-ordinator: Dan Beasley

Transport needed:

Due to the location of the centre, volunteers require own transport. There are no public transport links to the centre.

This role will suit you if you:

- Have good interpersonal skills, enjoy meeting new people, and have a friendly and helpful nature.
- Are passionate about the Trust and helping others to appreciate what the centre has to offer.
- Have good communication skills.
- Can work equally well independently or as part of a small team.
- Available for at least two days a month with at least one of those days being at a weekend.
- Enjoy working outdoors

- Want to become part of Watford's friendly and dedicated Team.
- Are happy to work outdoors (some of the time). You will need to wear suitable practical clothing - including waterproofs at some times and a sun hat at others!
- Like to meet lots of different people and make new friends.
- Want to gain new experiences and skills.
- Enjoy new experiences and learning something new every day.
- Get personal satisfaction from using your interpersonal skills to make a real difference to our visitors' experience.

Benefits offered:

1. Tea, coffee provided for break times
2. Full insurance cover
3. Reference available after 3 months volunteering

References:

One work and one personal reference required.