

Grow Cook Learn

Volunteer Profile

POST: Discovery Centre Assistant Volunteer

MAIN LOCATION: Shropshire Hills Discovery Centre

RESPONSIBLE TO: Centre Manager

BRIEF DUTIES OF POST

To work under the direction of the Centre Manager and alongside the rest of the team.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Duties will include some or all of the below.

1. To assist, as directed by the Centre Manager, with general office administration to include photocopying, laminating and optional IT work.
2. To work within the team and communicate effectively between departments.
3. To assist visitors when necessary with information on the Centre and surrounding areas.
4. You will be a true advocate of Grow Cook Learn, the Discovery Centre, and the Shropshire Hills; with the ability to absorb information and communicate this in a positive and engaging way.
5. You will maintain a high standard of personal presentation, appropriate communication and conduct when dealing with members of the public and clients.
6. To report on accidents, near misses and hazards around the Centre and meadows.
7. To assist with leaflet dropping and poster displaying as required.
8. To assist in maintaining the tidiness and cleanliness of the Centre and outside areas, to include checking and clearing dog mess and litter.
9. To assist with checking the GPS trails and equipment for geoacaching.
10. To assist in the conservation work alongside the charitable aims.
11. Assist with cleaning and filling dog water bowls and feeding birds.
12. To work off site when required, representing Grow Cook Learn.
13. To be involved in other comparable duties within the Shropshire Hills Discovery Centre consistent with the level of the post.

GENERAL DUTIES AND RESPONSIBILITIES

1. Attend meetings and training as agreed and required.
2. Assist the Centre Manager to identify your training needs as part of your ongoing supervision and professional development.
3. To act as an ambassador for Grow Cook Learn at all times during the course of your duties.
4. Uphold the Equalities and Diversity policy of the Group and be fully committed to the principles of Equality and Diversity in the work place, whilst carrying out tasks and responsibilities, avoiding unlawful discrimination in employment and against customers.
5. Take responsibility for the health and safety of oneself and others in the workplace working in accordance with the Grow Cook Learn Health and Safety Policy, Fire Safety and Risk Management policies, procedures and Financial Regulations along with all other legislation, British Standards and regulations associated with the role, particularly in respect of:
 - a. Accident Reporting
 - b. Lone Working procedures
 - c. Risk Management
6. Ensure compliance with requirements under the Data Protection Act 1998 and follow the Grow Cook Learn Data Protection Policy and procedures relating to confidentiality.
7. To undertake any other duties that may be required from time to time.

PERSON SPECIFICATION:

Essential:

You will be a good communicator and have good people skills being able to work within a small team.

Desirable:

You will have an understanding of the local landscape and its history.

You will have experience in working in the leisure and tourism sector.