

## Grow Cook Learn Volunteer Profile

**POST: Centre Assistant Volunteer**

**MAIN LOCATION: Shropshire Hills Discovery Centre**

**RESPONSIBLE TO: Centre Manager**

### **BRIEF DUTIES OF POST**

To assist the office and visitor welcome teams to help the Centre run smoothly and improve our visitor experience.

We won't expect you to be able to carry out all the tasks listed, just those which fit in with your skills and areas of interest, but you will have the chance to learn new skills as you progress.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. To assist with general office administration to include photocopying, shredding, filing and laminating
2. To assist visitors when necessary with information on the Centre and surrounding areas, sharing your knowledge of what they can do during their visit
3. To assist with leaflet dropping and poster displaying as required.
4. To assist in maintaining the tidiness and cleanliness of the Centre, including watering plants, clearing café tables, picking litter, filling the bird feeders and dog bowls.
5. To ensure that the craft room and exhibition are stocked with craft materials and stationery.
6. To assist with checking the GPS trails and equipment for geocaching, making sure that the trail markers are up to date.
7. To assist with functions such as film nights, community events and walks outside the Shropshire Hills Discovery Centre normal opening hours, when required.
8. To assist in pricing up and displaying of retail stock, tidying the shelves and helping to deliver an enjoyable shopping experience.

### **What you will learn**

1. How to be visitor focussed and deliver excellent customer service
2. The importance of good timekeeping, personal presentation and teamwork.
3. How to interact with a wide variety of visitors, staff and supporters.
4. All about the history of the Shropshire Hills via our exhibition, "Shropshire Hills through time"
5. Ongoing learning about the wider area- what people can do here, how we help preserve it and what makes this area so special.
6. Volunteering with us will give you a grounding for a career in leisure and tourism

## **PERSON SPECIFICATION:**

You will need to be reliable, well presented and willing to learn.

You will be interested in people generally and be helpful and polite

You will have a flexible attitude to your work and be prepared to tackle a variety of tasks.