

VOLUNTEER ROLE DESCRIPTION



Volunteer Role / Title
Volunteer Visitor Centre intern
Location
Montrose Basin Visitor Centre, Montrose
How many volunteers are needed?
1
How many hours per day/per week are you needed?
Ideally at least 2-3 days per week
On which days are you needed?
Any, but weekends particularly useful.
On what date do we want you to start?
As soon as possible
End Date (if applicable)
13 weeks from start date
Minimum commitment we require from you (eg 1 day per week for 6 months). If any.
Ideally up to 21 hours per week for 13 weeks.
Objective(s) of your volunteer role
To provide support to the Scottish Wildlife Trust members of staff in delivering a first class standard of customer care service to visitors to Montrose Visitor Centre.
Tasks
<p>Montrose Basin is one of the Scottish Wildlife Trust's flagship reserves, famous for its huge numbers of overwintering geese and swans.</p> <p>Main duties will be</p> <ul style="list-style-type: none">• Welcoming visitors at the reception desk, taking admissions, shop sales and gift aid declarations.• Providing accurate and engaging information to visitors at the reception desk and in the exhibition area.• Stocking up of gift shop items and assisting at events and family fun days.• Promote the work of the Scottish Wildlife Trust and encourage membership recruitment• recording and compiling visitor statistics• Marketing the centre through social media• Developing themed seasonal interpretation

Description of the personal attributes/skills/qualifications required
<ul style="list-style-type: none"> • An interest in wildlife • Good wildlife ID skills (or a willingness to improve wildlife ID) • Confident talking to people of all ages • confident with social media • Polite and friendly manner • Cash handling/retail experience (Desirable)
Support/training?
Full induction, on the job training and support will be provided
Who is the contact person/line manager for enquiries?
Joanne Peaker Visitor Centre Assistant Manager 01674 676 336 montrosebasin@scottishwildlifetrust.org.uk
Closing date for applications
The recruitment process will be ongoing and we will recruit the first suitable candidate
When will interviews be held?
We will contact applicants and arrange to meet with the Visitor Centre Assistant Manager or Centre Assistant
Can SWT provide expenses e.g. for travel or branded clothing?
We will reimburse reasonable travel expenses. Branded clothing and a name badge will be provided.
Will you want references for volunteers before appointing or PVG disclosure?
No
Other (Any age restriction, lifts available? Disabled access?)
<p>The visitor centre is fully accessible.</p> <p>If you are aged 16-30 and able to commit up to 3 days per week you can undertake this role through ProjectScotland.</p>