

# VOLUNTEER ROLE DESCRIPTION



<b>Volunteer Role / Title</b>
Volunteer Visitor Centre Assistant
<b>Location</b>
Loch of the Lowes Visitor Centre, Dunkeld
<b>How many volunteers are needed?</b>
We are looking for several volunteers to provide support to our visitor centre staff
<b>How many hours per day/per week are you needed?</b>
Ideally at least 2-3 hours per week
<b>On which days are you needed?</b>
Any, but particularly weekends & bank holidays
<b>On what date do we want you to start?</b>
Dependent on volunteer availability
<b>End Date (if applicable)</b>
Not applicable
<b>Minimum commitment we require from you (eg 1 day per week for 6 months). If any.</b>
No minimum commitment, but we are particularly interested in weekend availability.
<b>Objective(s) of your volunteer role</b>
To provide support to the Scottish Wildlife Trust members of staff in delivering a first class standard of customer care service to visitors to the Loch of the Lowes Visitor Centre. Promoting the work of the Scottish Wildlife Trust and encouraging membership recruitment.
<b>Tasks</b>
<p>Loch of the Lowes is one of the Scottish Wildlife Trust's flagship reserves, famous for its breeding Ospreys which nest within 150 metres of our observation hide.</p> <p>The visitor centre, wildlife webcams and hides provide close-up views of the local wildlife, which along with interactive displays and interpretation serve to increase people's appreciation and awareness of wildlife.</p> <p>Main duties will be</p> <ul style="list-style-type: none"><li>• Welcoming visitors at the reception desk, taking admissions, shop sales and gift aid declarations.</li><li>• Providing accurate and engaging information to visitors at the reception desk and in the exhibition area</li><li>• Stocking up of gift shop items and assisting at events and family fun days</li><li>• Promote the work of the Scottish Wildlife Trust and encourage membership recruitment</li></ul>

<b>Description of the personal attributes/skills/qualifications required</b>
<ul style="list-style-type: none"> <li>• An interest in wildlife</li> <li>• Good wildlife ID skills (or a willingness to improve wildlife ID)</li> <li>• Confident talking to people of all ages</li> <li>• Polite &amp; friendly manner</li> <li>• Good IT skills (Desirable)</li> <li>• Cash handling/retail experience (Desirable)</li> </ul>
<b>Support/training?</b>
Full induction, on the job training and support will be provided
<b>Who is the contact person/line manager for enquiries?</b>
Chris McCullough Visitor Centre Manager 01350 727337 or <a href="mailto:lochofthelowes@scottishwildlifetrust.org.uk">lochofthelowes@scottishwildlifetrust.org.uk</a>
<b>Closing date for applications</b>
The recruitment process will be ongoing
<b>When will interviews be held?</b>
We will contact applicants and arrange to meet with the Visitor Centre Manager or Centre Assistant
<b>Can Scottish Wildlife Trust provide expenses e.g. for travel or branded clothing?</b>
We may be able to provide a contribution towards some travel expenses. Branded clothing and a name badge will be provided.
<b>Will you want references for volunteers before appointing or PVG disclosure?</b>
We may ask for references. The role will not require a PVG..
<b>Other (Any age restriction, lifts available? Disabled access?)</b>
Volunteers under the age of 18 must be accompanied by a parent/guardian. Visitor centre is fully accessible.