



Volunteer Role Description

Role title

Volunteer Visitor Centre Assistant
Low Barns and Rainton Meadows

Purpose of your role

To assist with the day to day running of the visitor centres, ensuring all visitors are welcomed and given any information they require about the work of Durham Wildlife Trust (DWT).

The work you will be involved with includes:

- Providing an enthusiastic and warm welcome to all visitors
- Providing information about DWT nature reserves and their wildlife
- Promoting a positive image of Durham Wildlife Trust and the benefits of joining the Trust
- Serving in the visitor centre coffee shop, including making hot drinks and taking cash payments
- Answering telephone calls from the public and providing information on DWT
- Stock checking and pricing
- Keeping bird feeding station stocked with bird food
- Ensuring the Visitor Centre (including toilets) is clean and welcoming at all times
- Ensuring that leaflets and notices in visitor centres and on external notice boards and in bird hides are kept up to date
- Keeping the area immediately around the visitor free of litter

Other types of work you can get involved with include:

- Maintenance of bird feeding areas and gardens
- External maintenance – cleaning signage; cleaning windows; litter picking including emptying of bins both inside and outside the visitor centre
- Reserve maintenance - litter picking around the path networks and bird hides and keeping site access routes clear
- Opening up the visitor centre buildings and locking up at the end of the day

Durham Wildlife Trust is committed to ensuring that all volunteers have an enjoyable and safe experience, so all necessary equipment and guidance to complete the tasks listed above will be provided.

Skills and knowledge you will use in your role include:

- Having a friendly, enthusiastic and welcoming personality
- Being able to talk to a wide range of different people
- Having a love of wildlife and wild places
- Having the numeracy skills needed to serve customers in the shop and operate the till
- Being a reliable time keeper
- Being able to work with DWT staff and other volunteers, as well as working unsupervised

You can be based at either:

Low Barns Nature Reserve, Witton-le-Wear, Bishop Auckland, County Durham, DL14 0AG.

Rainton Meadows Nature Reserve, Chilton Moor, Houghton-le-Spring, Tyne and Wear,
DH4 6PU.

Times/days we would like you to be available:

We would welcome any time you are able to give, but many volunteers like to commit to either one weekday a week or to one or two days per month if they prefer weekend volunteering.

The Low Barns Visitor Centre is open seven days a week from 9.30am to 5pm.
Rainton Meadows is open seven days per week from 11am to 4pm.

Benefits to you:

Working in a location close to wildlife and nature

Opportunity to enhance your knowledge about local wildlife

Become a valued member of the DWT team

Opportunity to develop new skills and increase your experience

Volunteering for DWT is a great way to make new friends and enjoy the company of a range of people from different backgrounds

Want to find out more?

If you would like to find out more or discuss how you can get involved please contact:

Low Barns

Craig Best cbest@durhamwt.co.uk or 01388 488742

Rainton Meadows

Julie Anderson janderson@durhamwt.co.uk or 0191 5843112

Please Note

Both centres host school visits and educational events so a child friendly approach is essential.