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| Role Title: | Reception Services Team Member - Volunteer |
| Department: | Commercial |
| Responsible to: | Catering & Commercial Manager |
| Responsible for: | n/a |
| Salary: | Voluntary Role |
| Hours Available: | Monday, Tuesday, Thursday and Saturday |
| Permanent/Fixed Term/Sessional: | Voluntary |

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| **About Staffordshire Wildlife Trust**  We are the county’s leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. Our climate is in crisis and nature needs our help, but together we can make a difference.  Our 50-year vision is for a thriving county with wildlife at its heart, which everyone enjoys, values and wants to play their part in protecting and improving.  Our mission is to ensure that:  We protect and enhance the wildlife and wild places of Staffordshire and promote understanding, enjoyment and involvement in the natural world.  We are part of a federation of 46 wildlife trusts, working passionately just like us. Volunteering for Staffordshire Wildlife Trust, in any role, means you are part of our ambition to halt and reverse natures decline in Staffordshire and across the UK, and to get more people to take meaningful action for wildlife. Whether you volunteer in IT, in our cafes, or out on our nature reserves you will be contributing to the common purpose of a county richer in wildlife.  For our people, being part of the effort to address the climate and nature crisis makes working for us truly meaningful and rewarding.  As well as investing in our mission, we invest in our people and culture. We are committed to creating an engaging, supportive and inclusive workplace for all and providing opportunities for development, training and growth.  Your journey in the Trust starts with your induction. Whatever role you're here to do, we'll explain what to expect, show you where to go, and make sure you understand your new environment before you get going.  You’ll also get chance to see what others in your teams, and across the Trust are doing through  Internal communications.  We’re Wild About Inclusion! To us, this means inspiring, empowering and engaging people from all backgrounds, cultures, identities and abilities, to change the natural world for the better. It means creating spaces where difference is celebrated, everyone can be themselves and flourish, just like nature  Staffordshire Wildlife Trust are committed to keeping children and young people safe, you can see our policy here:  <https://www.staffs-wildlife.org.uk/our-policies>  Safeguarding and protecting our visitors, customers, members, staff and volunteers is the responsibility of every trustee, employee, and volunteer at Staffordshire Wildlife Trust. |

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| Role Purpose: |
| We are looking for volunteers who can work with our Reception Services Team to help manage our front desk, greet visitors and deliver a welcoming first point of contact for Staffordshire Wildlife Trust. |

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| Responsibilities: |
| Ensuring a smooth visitor experience by interacting with varied audiences – this may be families, young children, older people, dog walkers, wildlife enthusiasts, office visitors and delivery drivers – all of whom require slightly different communications.  Helping to oversee our small retail area, and support our out-posted retail operations (charity shops) by providing them with new goods to add to the donated stock.  You may be involved in answering the phones as well as dealing with deliveries and the daily post in and out.  You won’t be chained to the desk, you may also be involved in ensuring that the immediate visitor areas around the building - the patios, car parking, tramper shed and reception areas are in good order.  Key Tasks   1. Meeting and greeting customers, answering telephone calls, 2. Ensuring the smooth running of Reception Services and ensuring a clean and functional visitor welcome inside and outside the centre 3. Franking of post   Some customer service experience would be beneficial however this is not essential. |

Person Specification Job Title: Reception Services TeamVolunteer

| Criteria | Essential | Desirable | Assessment Method \* |
| --- | --- | --- | --- |
| **Experience** | | | |
| Experience of management within a charity retail outlet. |  |  | AF/I |
| Excellent customer service skills, with experience of dealing with customer queries and complaints |  |  | AF/I |
| Full driving licence and access to a vehicle |  |  | AF |
| Experience of financial transactions including till work. |  |  | AF/I |
| **Skills/knowledge** | | | |
| Knowledge of retail practices and procedures. |  |  | AF/I |
| Effective communication skills, verbal and written. |  |  | AF/I |
| Able to demonstrate knowledge of charity retail and gift aid. |  |  | I |
| Able to demonstrate proficient IT skills (Word, Excel and email) |  |  | I/T |
| Good numeracy and literacy skills |  |  | AF/I |
| The ability to work well under pressure and able to prioritise a number of conflicting demands |  |  | AF/I |
| **Abilities** | | | |
| A friendly, approachable and professional personality |  |  | I |
| Physical fitness for lifting bags of pre-loved clothes |  |  | I |
| Ability to excite and motivate others |  |  | AF/I |
| Self-motivated with a flexible attitude |  |  | I |
| Able to work as part of a team |  |  | AF/I |
| Maintains performance, professionalism and composure when under pressure. |  |  | I |
| Proactive in anticipating the needs of the charity and seeking opportunities to add value |  |  | AF/I |
| Weekend and Bank Holiday working will be required and therefore a flexible approach to working hours is essential. |  |  | AF/I |

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* I = interview
* QC = qualification certificate
* AF = application form
* T = test or assessment
* P = presentation