

Volunteer Activity Profile

Role: Information Volunteer

The Westonbirt Information Desk provides a first-class service for the National Arboretum and engages with thousands of visitors each year. This busy and varied volunteer role welcomes visitors and provides an exemplary information and visitor service.

Closing date for applications: Monday 5 March 2012

Open morning: Wednesday 22 February 2012 10.00am-1.00pm, an opportunity to chat to experienced volunteers

Three-day training dates: Monday 19 - Wednesday 21 March 2012

Advantages of the role

By being part of the Westonbirt team you will be representing the National Arboretum in delivering a professional service with a smile. Sharing your passion and knowledge of the Arboretum will help visitors to make the most of their day whilst being rewarding and satisfying for yourself. There will be opportunities to learn new skills and gain experience in the customer service sector, increase your knowledge and understanding of Westonbirt, as well as spending time with like-minded people and forging new friendships.

Essential skills & qualities

You will be:

- Welcoming, patient and skilled in communicating with visitors.
- Enthusiastic with a positive attitude.
- Methodical with good administration skills and attention to detail.
- Competent in cash handling procedures with good numeracy skills.
- Able to use a computer confidently.
- Committed and reliable.
- Helpful and considerate towards other team members.
- Willing to learn and attend training.
- Flexible and willing to help when and where needed within the parameters of the role.

Tasks involved

You will be flexible in order to fully cover the duties of the Information Desk which will include:

- Dealing with visitor queries.
- Advising seasonal highlights and directing visitors to them, promoting Westonbirt events, distributing relevant leaflets, learning packs, etc.
- Promoting Friends membership and enrolling new members.
- Communicating confidently both face-to-face and using the on-site radio/telephone.
- Using the computer to find relevant information and to answer tree related queries.
- Maintaining a stock of membership packs, leaflets and administration forms.
- Assisting staff with additional tasks as and when required e.g. booking and issuing electric buggies and wheelchairs; meeting and greeting coaches; administration tasks.

Please note: The Information Desk becomes extremely busy during some events and for the autumn colour period.

Location, welfare & safety

The Information Desk is located within the Great Oak Hall and during busy periods volunteers will also help visitors outside of the building (weather permitting); some special events may require an information point to be manned elsewhere on site.

- Standing will be necessary and for prolonged periods during peak times.

- Drinks and biscuits will be provided, mileage expenses may be claimed at 16p per mile to a maximum of £5.12 per day (from April 2012).
- An on-site radio and telephone will be available for communication.
- Volunteers will always be supported by staff and will not be expected to operate on days when there is not a Duty Manager on site.

Commitment & frequency of activity

The Information Desk opening hours are seasonal:

- Easter-mid November 9.30am – 4.30pm
- Mid November-Easter 10.00am – 4.00pm

Volunteers will need to be on duty 10 minutes either side of these opening times for preparation/cashing-up. An annual rota is organised and we ask for a commitment of at least 2 duties per month; half days are available. Additional help is welcomed during busy periods.

Training required

Training will take place from Monday 19 to Wednesday 21 March 2012 from 10.00am – 3.00pm. All aspects of the role will be covered during this 3-day programme; trainees will then be mentored at the Information Desk until training has been satisfactorily completed. Ongoing mentoring and support from staff and experienced volunteers will also be provided.

Clothing

Uniform will be issued once training is completed. Sensible and comfortable footwear is recommended.

Expectations

Westonbirt expects during your volunteering here that you:

- Commit to at least 2 duties per month, and attend 2 Continuation Training sessions per year to ensure your skills are maintained, updated information is passed on, and that you have the opportunity to give feedback.
- Comply with Westonbirt's Policies, and Health and Safety procedures.

Westonbirt is an equal opportunities organisation