



Volunteer Role Description

We believe that Volunteer Role Descriptions are beneficial to both the volunteer and the organisation. We hope this description provides any potential volunteers with a clear understanding of the work that might undertake.

Volunteer Role: Visitor Centre Assistant
Based at: Park Roots, Birkenhead Park
Reports to: Senior ranger and rangers
Number of hours: 2-4 hour sessions
When required: Weekends, Mondays and Tuesdays and other dates depending upon demand, especially during school holidays. 11-1pm and 1-3pm.

The Role of the Volunteer will be to:

- Assist the visitor centre staff in greeting visitors to the Visitor Centre
 - Provide information about the Park and the local area
 - Answer phone calls and take messages
 - Provide assistance with photocopying and room preparation
 - Sell gifts, booklets, tickets and other items
- Other duties may include helping to prepare events and exhibitions
- Use own initiative
- Have good listening and communication skills and be non-judgmental

Training and support:

Park Roots will provide an initial induction and basic child protection training for all volunteers. After initial training, walk leader training sessions will be organised to address any specific areas identified by the volunteer and their supervisor.

Supervision:

Once recruited, the volunteer will be offered regular supervision sessions with their named contact. These sessions will enable the organisation to monitor the development of the volunteer, give the volunteer an opportunity to feedback and discuss progress, as well as addressing any other issues.

Commitment:

Volunteers will be able to participate for as few or as many sessions as they wish, although it is hoped that volunteers will wish to participate on an ongoing basis. Park Roots commits to providing a nominated supervisor and supervision sessions.