



Title:	Visitor Support Volunteer
Department:	Visitor Services
Reports to:	Duty Manager
Commitment:	1 four hour shift per week minimum
Duration:	Ongoing

General Information

Brockswood Animal Sanctuary is situated at the head of the Cotwall End Valley in Sedgley. We occupy a total of 16 acres of land which provides a home to our many rescued animals. Alongside the animals we have several acres of woodland, wildlife ponds and a recreation of a Viking settlement, plus a shop selling gifts and refreshments

Why volunteer?

Brockswood volunteers fulfil important roles within our Animal Sanctuary team, and without their commitment and enthusiasm it would not be possible to achieve many of our aims and objectives. This post is an opportunity to share your knowledge, experience and skills in customer service or maybe learn some new ones! Volunteering is also a great way to meet new people and contribute towards the ongoing development of the sanctuary .

Main Tasks

Visitor Support Volunteers help to support the public during a visit to the sanctuary by assisting with the following tasks:

- Welcoming visitors to the sanctuary and providing them with information for a safe and informative visit
- Patrolling the site to ensure that visitors are enjoying their visit safely

On busy days you may also be involved in the following:

- Selling tickets, gifts, and refreshments
- Restocking, cleaning and tidying as necessary
- Visitor orientation and answering general enquiries about the sanctuary

Person Specification

- Enjoy working with the public and be able to communicate with visitors in a clear and friendly manner
- Have a high level of punctuality and reliability and be able commit to at least one 4 hour shift per week
- Be enthusiastic and enjoy working as part of a team

What you get out of volunteering

This is an ideal opportunity for someone who enjoys working with the public, meeting new people, and has a pride in providing a high level of customer service. It is a chance to be part of small but enthusiastic team of staff and volunteers who all work together to develop the sanctuary.