



Volunteer Role Description

Title: Visitor Centre Volunteer (Saturdays only)

Purpose: The ShelterBox visitor centre is the only public attraction of its kind in the UK. It is both a tourist attraction and a fundraising experience, both a family afternoon out and a tool for increasing engagement with our supporters. The main goal of ShelterBox visitor centre is to raise awareness of our work and turn visitors into supporters, but if we can bring in some donations then all the better. The visitor centre has an annual programme of events and exhibitions, interactive displays and information on our aid and deployments. Visitor centre volunteers help bring our story to life, creating a memorable experience for people of all ages and backgrounds.

Tasks:

- Welcoming visitors at main information desk and receiving donations
- Helping out at exhibitions and displays
- Selling retail items
- Supporting key calendar events with ShelterBox
- Talking to groups in the Visitor Centre, such as school groups or businesses.
- Involvement in wide range of additional fundraising events

Skills & Qualities:

- An enthusiasm for and interest in ShelterBox and the work that we do
- Good communication skills and the confidence to speak to small groups of adults and children
- Outgoing and friendly personality
- Ability to use own initiative and work independently
- IT literacy would be an advantage

Note: The store area is situated in the basement car park of the Truro Office, so you need to feel comfortable working in this environment.

Time Commitment: We currently only need people who can be available on Saturdays, either from T 9.30-1pm or 12.30-4pm.

Location: Visitor Centre, Falcon House, Charles Street, TR1 2PH

Staff Contacts:

Andy Bramwell, Visitor Centre Manager – andybramwell@shelterbox.org

Stephanie Good, Visitor Experience Assistant – stephaniegood@shelterbox.org