



Role Outline for Visitor Centre Volunteer

Responsible to

You will report to the Centre Manager via the Visitor Centre Officer. In the absence of the Centre Manager, please report to the Senior Centre Promotions Officer.

Your impact

As a Visitor Centre volunteer, you'll play a vital role in helping our team create the best possible experience for everyone who visits. This role is key in welcoming people, introducing them to our work and providing friendly assistance – whether that's answering questions, helping in the coffee shop or supporting activities such as open days.

What you will gain

You'll get the chance to connect and meet new people, make new friends and learn new skills, all while enjoying the sense of achievement that comes from giving your time and being part of something rewarding.

Your key tasks and activities

- Welcome visitors in a friendly and helpful manner
- Assist in reception and answer general enquiries
- Help in the coffee shop
- Support our activities such as yard tours and open days
- Assist with second-hand tack sales

The skills, attitude and experience you need

- Good communication and interpersonal skills
- A friendly, welcoming and approachable manner
- Ability to work as part of a team
- Well organised
- Willingness to learn about the charity's work to provide accurate information to visitors
- A flexible approach – no two days are the same!
- Reliability and punctuality

How we'll support you

You will receive a full induction on World Horse Welfare's mission, values and the work we do so you can confidently share this with visitors. Regular check-ins will be provided by your supervisor, and you'll also benefit from a friendly and supportive team environment.

Expected standards of behaviour

Whilst volunteering with World Horse Welfare we ask that you follow our Volunteer Policy, respect decisions regarding our staff, volunteers and the horses in our care, and treat all visitors, volunteers

and staff in a polite and friendly manner. We greatly value your contribution, but if your actions negatively affect our work or reputation, we may need to end your volunteering agreement.