

REAL EXPERIENCES

REAL OPPORTUNITIES

Work Placement - Kingfisher Barn Visitor Centre Support

Placement Purpose and Objectives

A voluntary role based at Kingfisher Barn Visitor Centre. The placement involves assisting in the day to day running of the Visitor Centre, which is situated in North Bournemouth, a one minute walk from the River Stour.

Main Duties and Responsibilities

- Front of house, welcoming visitors to the Centre and providing information for their visit
- Assisting in the shop: serving customers; using the till; refilling stock;
- Reception duties - answering the phone, answering queries, taking messages for staff, taking bookings for events
- Experience of handling cash
- Assisting/talking to visitors/groups in the exhibition area
- Daily Visitor Centre duties at the start and end of each day: switching displays on/off; opening/closing doors; putting out/bringing in furniture and items for sale; putting out/bringing in signs; updating noticeboards; topping up bird feeders; sweeping floors; general housekeeping
- Assisting with activities and events: themed, seasonal trails; craft events such as reindeer making; guided tours and walks; school visits
- Setting up for events: putting out tables and chairs;
- Assist with general administration/computer work
- Experience of/training in Health and Safety and First Aid
- Assist with visitor surveys and other projects

Experience and Benefits of the Placement

- Experience in a real working environment
- Customer service
- Meet new people
- Communication skills
- Retail and cash handling
- Running a visitor attraction
- Natural history knowledge
- Organising/running events
- Flexible hours
- Training provided