



Welcome Caller Volunteer Role Description

About the Cumbria Wildlife Trust

As one of 46 independent Wildlife Trusts, we are a local wildlife conservation charity. Cumbria Wildlife Trust cares passionately about wildlife and wild places – we're here to put wildlife back into our land and seascapes to make Cumbria a wilder county with more space for nature. We restore and connect wild places, work with nature to tackle the climate emergency and support people to take local action for wildlife.

We wouldn't be able to do what we do without the dedication and support from our community of 600 active volunteers, over 15000 members and supporters.

What is a Welcome Caller Volunteer?

We are looking for volunteers who will call people who have recently joined Cumbria Wildlife Trust to thank them for joining and for their ongoing support and answer any queries the new members may have.

What's in it for you?

- Becoming part of a friendly and dedicated team of volunteers and staff, at Plumgarth's office, our headquarters in Kendal.
- The chance to talk to many of our amazing members who want to share their stories of nature, wildlife and why they joined.
- This is a flexible and low impact way to support the work of Cumbria Wildlife Trust and benefit nature.

What's involved?

- Telephoning members from a private office at Plumgarths.
- Passing on any questions or comments to the relevant members of staff
- Encouraging visitors to support Cumbria Wildlife Trust by becoming members and volunteers

Who would suit this role?

This role will suit anyone interested in volunteering with Cumbria Wildlife Trust, who is a people person. It would especially suit those who:

- Are aged 16 or over

- Have good communication skills and can greet members in a cheerful manner
- Have the ability to be self-motivated and pro-active in passing on information to relevant staff members.
- Are able to respect confidentiality

Extra information

Your place	Plumgarths office, Crook Road, Kendal LA8 8LX
Time commitment	We are looking for volunteer callers who can do 2-3 hours fortnightly. Must be on Tuesdays or Wednesdays to begin with.
Volunteer Coordinator	Ruth Alcroft, Volunteer Coordinator volunteering@cumbriawildlifetrust.org.uk
Staff Contact (if different)	Katie Keighley Katiek@cumbriawildlifetrust.org.uk
Training/Resources	Volunteer handbook and Trust induction. Volunteers are able to receive travel expenses of 0.45p per mile agreed in advanced with their staff contact.
Other Requirements	A site induction and orientation will be provided.

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract