



Volunteer Opportunity: Visitor Centre Volunteer

Location: The Beachy Head Experience, Eastbourne, East Sussex

Role Type: Voluntary Position (Flexible)

Time Commitment: Minimum 3 hours per week, either 10am – 1pm, 1pm – 4pm or all day 10 am – 4 pm daily, as agreed. The centre is open 10am – 4pm every day.

Remuneration: This is an unpaid voluntary role, offering valuable experience and the chance to contribute to a vital community asset. We can pay for your costs of getting here on your scheduled volunteering days, up to the national bus fare cap, on presentation of a receipt/bus ticket.

About Us

The Beachy Head Experience is a unique destination offering visitors insight into the history and nature of this iconic landscape. We rely on the dedication of our volunteers to help us provide a warm welcome and a memorable experience for everyone who walks through our doors.

The Role

We're looking for **friendly, reliable, and proactive individuals** to join our team as Visitor Centre Volunteers. As a key contact for visitors from around the world, you'll play a crucial role in ensuring they receive a warm welcome, accurate information, and have an enjoyable and safe visit.

This is a hands-on role in a dynamic environment, perfect for someone who loves interacting with people and is passionate about our local area. Due to the nature of the role

and the **mandatory specialist training with the Beachy Head Chaplaincy Team**, volunteers must be at least **16 years old**.

Key Responsibilities

As a Visitor Centre Volunteer, you'll support our team by:

- **Visitor Welcome:** Warmly greeting visitors and creating a welcoming atmosphere. This may include assisting with retail operations for admission tickets and gift shop merchandise.
 - **Information & Assistance:** Providing accurate and helpful information about the centre, local area, and exhibits.
 - **Communications Support:** Assisting with visitor enquiries via email and telephone.
 - **Team Collaboration:** Supporting and collaborating with other volunteers, our artist in residence and staff members.
 - **Centre Presentation:** Maintaining the cleanliness and tidiness of public-facing areas (including a staff/accessible toilet) and ensuring the centre is presented to the highest standard.
 - **Digital Engagement Support:** Assisting with updating the centre's social media channels to engage with our online community.
 - **Opening & Closing Support:** Supporting the team with daily opening and closing procedures.
-

About You

We're looking for an individual who is a natural people person and eager to contribute. You don't need previous experience, as we provide full training for the right volunteer. You'll need to be:

- **Friendly and Welcoming:** With a naturally positive attitude and a passion for customer service.
 - **A Superb Communicator:** Able to interact confidently, clearly, and patiently with a diverse range of visitors, colleagues, and other volunteers.
 - **Reliable and Responsible:** Punctual, trustworthy, and able to commit to agreed shifts.
 - **Willing to Learn:** Eager to undertake all necessary training, including mandatory specialist training provided by the Beachy Head Chaplaincy Team.
 - **A Basic DBS Check**
-

Additional Skills & Experience you may have (Not Essential)

- Previous experience in a customer-facing role, particularly within tourism, heritage, or retail.
 - Familiarity with using digital Point of Sale (POS) systems (e.g., Square, Zettle).
 - Comfortable with basic IT skills, including using email and social media platforms.
-

What We Offer (Volunteer Benefits)

Volunteering with The Beachy Head Experience is a truly rewarding opportunity to:

- **Make a Real Difference:** Directly contribute to the success of an important local attraction and enhance visitor experiences.
 - **Gain Valuable Skills:** Develop strong customer service, communication, and retail skills in a supportive environment.
 - **Unique Training:** Receive comprehensive training, including specialist insights from the Beachy Head Chaplaincy Team.
 - **Meet New People:** Connect with visitors from around the world and become part of a friendly, close-knit team of staff and fellow volunteers.
 - **Work in a Stunning Location:** Enjoy the privilege of spending time in the iconic and beautiful surroundings of Beachy Head.
 - **Be Part of Our Story:** Contribute to the preservation and interpretation of this significant natural and historical site.
 - **Discount** in our gift shop.
 - **Reference:** We're happy to provide references for volunteers who commit to the role.
-

How to Apply

If you're passionate about our local area and eager to contribute your time and skills, we'd love to hear from you.

Please send a short email explaining why you're interested in volunteering and any relevant experience you have to paul@animazingtv.co.uk. Please also indicate your availability for the shifts outlined above.

We look forward to welcoming you to our team!