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## **VOLUNTEER OPPORTUNITY:**

## **Welcome Team**

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### **Why volunteer with us?**

We're WWT, the charity for wetlands and wildlife. We're on a mission to restore wetlands because they are a wondrous solution to our world's problems. Together we will unlock their power – and help nature burst back to life. Because when wetlands flourish, all life will flourish. We lead the way, bring life and inspire connection. Our main values enrich our community:

- By restoring our wonderful wetlands we gain deeper connections
- By inspiring future volunteers we will inspire others to value, act and benefit from wetlands
- To Thrive! We believe our volunteers will thrive in making WWT a more sustainable and inclusive organisation.

Volunteers are integral to the running of our Welney centre and without their help we wouldn't be able to welcome our visitors to this amazing wetland. Our volunteer team are friendly and committed, and say they benefit by gaining new experiences, meeting new people and sharing the story of our work.

### **Why do we need you?**

At WWT Welney Wetland Centre we want to ensure that our visitors receive a warm, friendly welcome to ensure they have a memorable visit around our site. Your role will be helping to bring people of all ages and backgrounds closer to wetland wildlife, by providing assistance to visitors and encouraging them to explore the site and learn about WWT's pioneering wetland conservation work, to save wetlands for wildlife and people. You'll support the delivery of excellent customer service for the retail and membership team, inspiring people to support us as members of the WWT, and be a warm and welcoming face for our cause.

### **Wetlands for the win!**

Looking for valuable work experience to gain relevant skills, or simply want to spend time supporting a conservation charity? Or both? Look no further - a volunteering position with us plays a crucial role in saving wetlands for wildlife and people as well as:

- Being part of a volunteering experience in an inspiring environment and getting closer to nature
- Enjoying a sociable role offering a fun, uplifting time speaking to a range of visitors and as part of a friendly team and dedicated team
- Making a real contribution to the conservation work of WWT
- Learning new, transferable skills and being part of an inclusive volunteering experience
- Becoming part of a friendly and dedicated team
- Gaining free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge, and enjoying a great discount in WWT shops and cafes
- You will be provided with a WWT uniform and receive full induction and training for your role

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### **This role involves:**

- Proactively engaging with all visitors, providing a warm, friendly welcome and goodbye
- Supporting the Retail, Admissions & Membership team
- Promoting and encouraging visitors to become WWT members
- Answering visitors questions and assisting them with directions to site facilities
- Promoting daily activities and highlighting future events
- Greeting ad hoc and pre-booked visiting groups and assisting them to plan their visit
- Updating visitor information and generally helping staff to keep the site tidy and presentable
- Supporting staff and other volunteers during busy periods and special events in a variety of ways, which may include; manning activity tables, directing vehicles into the car park, managing queues, handing out flyers, cafe clearing, and any other tasks required
- Using a radio to communicate with staff about any incidents or situations which require attention i.e. lost children or first aid incidents

### **This role will suit you if:**

You have a positive, friendly, can-do attitude, and are committed to delivering excellent customer service. Having, or being happy to develop, the confidence to engage our visitors of all ages simply and effectively around their needs is also an essential part of this role, being a good communicator in English (other languages are also useful!).

You'll have a real interest in and enthusiasm for WWT's work, nature and the outdoors and will be happy to develop this to share with others in a variety of ways: promoting membership; attending briefing sessions and familiarising yourself with events, activities, sightings and developments at the centre; and on a day-to-day basis, answering visitor questions, helping them to navigate what's on offer. Welney has a close-working team, and much of the time you will be working in a group, however, the ability to work under your own initiative and being self-motivated at other times is also needed.

### **Practicalities**

**Where will you be based?** Welney Wetland Centre

**Who will you volunteer with?** Retail, Admissions & Membership Manager

**Time commitment?** We are looking for volunteers who can ideally commit to one day across the week. Shifts are negotiable, with suitable breaks. After completing training and an induction for this role, we ask volunteers to spend a minimum of 6 months volunteering with WWT Welney

We want your volunteering to be a positive and fun experience. You'll get a warm welcome, including information on training, equipment and other information you need. This will include risk assessments based on your role and any particular support you need.

Volunteers receive access to our sites, and discounts in our shops and cafes. Some roles include a uniform or require the use of equipment or protective clothing. If you are based at a particular site or office location, you'll need to be able to get yourself there and back. Information on locations can be found on our [website](#). We will keep you up to date with what's happening across WWT and the difference you will be helping to make happen.

## **Interested?**

Full details of this and other roles can be found at [www.wwt.org.uk/volunteer](http://www.wwt.org.uk/volunteer). We celebrate inclusivity and diversity amongst our volunteering community and encourage applicants to state any disabilities they have for provided support. Please state any disabilities in your application form, or contact us at [volunteering@wwt.org.uk](mailto:volunteering@wwt.org.uk) to state what support you need either in locating the information or filling out the application process so we can cater for your additional needs.