

**VOLUNTEER OPPORTUNITY: Visitor Experience Volunteer**

At WWT, we believe the best way for people to understand and connect to wetlands is to experience them, so we bring awe-inspiring nature up close and let it do the talking.

We are looking for friendly, outgoing people who would like to be directly involved in shaping our visitors’ experiences through a warm welcome, interacting with them and providing key site information including directions and seasonal highlights.

The role incorporates a number of areas at the centre, from working on the welcome desk to creating content for social media and assisting with activities and events. You may choose to do them all to develop essential public engagement skills or just focus on one or two activities. We will work with you to determine what you would like to focus on. Ideally suited to a student that would like some volunteering experience to add to their CV or someone who is looking to get back into work.

**This role involves:**

* Acting as the first point of contact for all visitors at our welcome desk, providing them with a warm welcome and helping them with information to get the best out of their visit – knowing about where all the best wildlife is, tide times, the best hides, and up to date reserve sightings
* Processing admissions, shop sales and memberships payments through our till system, encouraging Gift Aid donations when applicable
* Promoting our membership offer to visitors and processing any new memberships
* Assisting our engagement and social media team with creating content, including photos, videos, and written content such as blogs
* Helping keep the trading spaces fully stocked, clean and tidy, assisting with visual merchandising, pricing, checking off deliveries, and counts as required
* Helping out with seasonal events and activities where needed

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

* Have an enthusiastic and friendly manner and would love to share your knowledge and passion with visitors
* Enjoy delivering excellent customer service
* Have an interest in wildlife, the outdoors and the work of WWT
* Enjoy getting stuck in and helping create the best possible experience for our visitors
* No previous experience is required as training will be provided in all areas

**Practicalities**

**Where will you be based?** WWT Caerlaverock Wetland Centre

**Who will you volunteer with?** Admissions and engagement teams

**Time commitment?** 1 day a week, usually 10-3

 Sundays would be especially helpful

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 receiveaccess 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](https://www.wwt.org.uk/wetland-centres).

We will keep you up to date with what’s happening across WWT and the difference you will be helping to make happen.

**Interested?**

How to Apply: Full details of this and other roles can be found at [www.wwt.org.uk/volunteer](http://www.wwt.org.uk/volunteer).

If you have any problems locating the information or filling out the application form please email volunteering@wwt.org.uk