

**OPPORTUNITY:** Guide in the Hide Volunteer

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### Why do we need you?

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. People feel part of something amazing and are motivated to make a difference.

By providing an excellent visitor experience as a member of the visitor facing team, you will be encouraging our visitors to make the most of their visit to Caerlaverock Wetland Centre, and to support WWT's Cause

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**Who will be responsible for your role?** Engagement Officer

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

**How much time will it take?** We require a Guide in the Hide volunteer from 10am until 3pm for one day a week.

To ensure a positive volunteering experience for you and to provide a helpful contribution to the organisation, we hope you will be able to volunteer with for us for at least six months.

### What will you be doing?

- Join the visitor facing team (made up of staff and volunteers) to engage and inform our visitors about the Centre and WWT.
- Develop a good knowledge of the history of WWT and Caerlaverock Wetland Centre, its history, aims and objectives, information on the biodiversity of the Centre and conservation messages for WWT.
- Walk around the reserve, getting familiar with the wildlife present, answering any questions visitors may have and directing them to different areas of the reserve where necessary.
- Speak to visitors about the importance of our members and asking them to support the fantastic work we do by joining as a member.
- Familiarise yourself with events, activities, sightings and developments at the centre so that you can provide up-to-date information to our visitors.
- Complete online customer service (GUEST) training, manual handling, fire awareness, health and safety training, membership training and any other training relevant to the role.

## Who are we looking for?

To carry out this role, you will need:

- Excellent verbal communication skills
- Good listening skills, with the ability to adapt your approach to suit your audience
- A confident attitude and/or experience of successful face-to-face contact with the public
- Commitment to excellent customer service
- An interest in and enthusiasm for the work of WWT
- The ability to work under your own initiative under the direction of the Engagement Officer
- Commitment to undertake relevant training

## How will you benefit?

- This is an excellent opportunity to work within an internationally important wetland site.
- Suitable uniform and a name badge are provided to all regular volunteers
- Discount is available in the coffee shop and shop on the days of volunteering
- Training opportunities will be provided

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## General notes:

The exact hours you are able to contribute will be discussed prior to placement. A current driving licence is essential for access to the centre unless you live near enough to walk or cycle. We regret we are not in a position to reimburse expenses incurred in travelling to and from the centre, but any pre-agreed expenses incurred in the course of your duties will be reimbursed.

This position is entirely voluntary and is therefore unpaid. Any offer of a volunteer opportunity is not intended to create a legally binding contract between us and any agreement may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

## Interested?

If you are interested in this role, please complete an application form so that we can talk it through further with you.

**Date raised:** July 2024