

**VOLUNTEER OPPORTUNITY:** **Visitor Engagement**

**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 London visitor centre and without their help we wouldn’t be able to welcome our visitors to this amazing 105 acre wetland of international importance with views across the City. 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 London 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 a range of interactive visitor engagement activities including touch tables, drawing people in by telling engaging stories about our work and inspiring people to support us as members of the WWT.

**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

**This role involves:**

* Providing an excellent visitor experience, engaging positively with all visitors of all ages
* Being one of the first points of contact for all visitors to the Centre, providing them with a warm welcome along with the appropriate information to help them make the most of their visit. This includes highlighting the daily activities and keeper talks, closing times for parts of the site and any special events or activities.
* Being stationed at touch tables with small interactive activities, helping to run a variety of holiday-based events and activities
* Helping our guide in the hide assisting visitors in spotting wildlife and using the binoculars and telescope.
* Helping to keep the site looking tidy and presentable through tasks such as litter-picking, cleaning signs and sweeping the Courtyard or hides, and reporting any faults or damage to the Duty Manager.
* Supporting the Engagement Manager in the set-up and delivery of special and seasonal events.
* Sharing WWT’s wider conservation work and the Trust’s key conservation messages so that you can share these with our visitors.

**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 way: 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 the site, and identifying native wildlife using binoculars and telescopes. London has a close-working team, and much of the time you will be working in groups of two, where possible. 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?** London Wetland Centre

**Who will you volunteer with?** Engagement Manager

**Time commitment?** We're looking for volunteers who can commit to at least 2 full shifts a month on a set day or 4 half shifts. These are 9.30am – 4pm, or a half-day shift 9.30am - 1pm. This includes a 15-minute morning break for all and a 60-minute lunch break around 12:30pm for those doing a full day.After completing training and an induction for this role, we ask volunteers to spend a minimum of 6 months volunteering with WWT London.

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?**

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.