

VOLUNTEERING OPPORTUNITY: Visitor Engagement Volunteer

Why do we need you?

At WWT we believe the best way for people to understand and connect to wetlands is for them to experience them first hand, 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 you will be encouraging our visitors to make the most of their visit to the London Wetland Centre, and to better understand and support our work to save wetlands for both wildlife and people.

Who will be responsible for your role?

Engagement Manager

Where will you be based?

London Wetland Centre

How much time will it take?

Friday-Sunday, Bank Holidays and school holidays only.

Volunteers can do a full day (9.15am – 4.00 or 5.30pm depending on the season) or a half-day shift (9.15am - 1pm or 12.45pm – 4.00 or 5.30pm).

We're looking for volunteers who can commit to at least 2 half-day shifts a month.

What will you be doing?

- This role will provide support to our visitor-facing teams at the Centre and will include meeting and greeting visitors as they arrive and being a visible and reassuring presence for our visitors across the site, providing guidance and information as well as helping them to navigate their way around.
- You will be one of the first points of contact for all visitors to the London Wetland Centre, providing them with a warm welcome along with the appropriate information to help them make the most of their visit in line with the GUEST customer service standards.
- As a proactive roaming engager you will be able to share your knowledge and enthusiasm for the amazing wildlife and wetland habitats that we have at the Centre, providing visitors with key information on species both in the Living Collection and across the reserve.

- You will deliver short 10-15 minute talks on some of the key species in our Living Collection through our spotlight talk programme (content, style and presentation skills training will be provided which volunteers are required to attend)
- By sharing our conservation stories and showing how amazing wetlands can be you will encourage visitors to become WWT members.
- Help to keep the site looking tidy and presentable through tasks such as picking up litter, cleaning signs and sweeping the Courtyard or hides, and reporting any faults or damage to the Duty Manager.
- Support the Centre during busy periods in a variety of ways which may include managing queues, directing vehicles in the car park, clearing tables in the cafe area or assisting the Admissions and Membership teams.
- Supporting the Engagement Manager in the set-up and delivery of special events such as courses, seasonal walks, bat walks and adult night safaris.

Who are we looking for?

No previous experience is required as training will be provided. This role will suit you if you have a love of wildlife and the outdoors and are:

- Able to work flexibly in a team of staff and volunteers
- Confident and experienced in engaging with the public
- Able to communicate with a diverse range of audiences
- Able to work at weekends and during holiday periods
- Able to work outdoors in all weathers
- Familiar with the London Wetland Centre and enthusiastic about the work of the WWT
- Experience in a customer-related role would be also be advantageous

How will you benefit?

- This is an excellent opportunity to work within an internationally important wetland site and to learn more about wetland conservation.
- Suitable uniform is provided to all regular volunteers.
- Discount is available in the cafe and shop on the days of volunteering.
- Free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge.
- Training opportunities will be provided covering a range of topics.

General notes:

This position may require helping out on other days in addition to rota days but this will be infrequent and will be agreed with your head of department and will be subject to your availability.

We regret that we are not in a position to reimburse expenses incurred for travel to the site.

This position is entirely voluntary and is therefore unpaid. Any offer of a volunteer placement 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: January 2022