

 **VOLUNTEER OPPORTUNITY:** Visitor Experience Maker

**Why do we need you?**

At the Wildfowl and Wetlands Trust we believe that the best way for people to understand and connect to wetlands is to experience them. Your role will bring awe-inspiring nature up close, directly shaping our visitors’ unforgettable experiences. We are looking for a friendly, outgoing person who can provide a warm welcome and interact with visitors through the use of props and talks. Below is a list of roles as part of this position, you can try them all or just focus on one area, we will work with you to find the best volunteering route for you.

**Who will be responsible for your role?** Visitor Experience Manager

**Where will you be based?** Martin Mere

**How much time will it take?** We will mutually agree the hours that you can contribute and it would be helpful if you could try to give us as much notice as possible on the occasions when you are not able to contribute those hours.

You must be 18 years or over to apply for this role.

You will be volunteering alongside staff.

**What will you be doing?**

These are some of the activities for the role, you may choose to do them all to develop your experience or just focus on one or two areas. We will work you to find the best volunteer route.

* Assisting with the visitor services desk in undertaking our seasonal activities such as moth trapping activity and otter and flamingo talks as well meeting and greeting visitors on arrival and selling bird seed.
* Helping to undertake the family activities which can include pond dipping, bug hunting and seasonal activities such sail to santa, pumpkin carving and mudfest during school holidays and weekends.
* Assisting with the safe running of the canoe safari by doing health and safety talks and fitting buoyancy aids to visitors from March to October.
* Helping in the craft room to assist children making seasonal crafts during school holidays and at the weekends.

All training will be provided through scrips, video and shadowing other volunteers.

**Who are we looking for?**

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

* Confident or experienced in talking to the public
* Able to work in a team of staff and volunteers
* Experienced in a visitor service environment with a strong commitment to excellent customer service
* Experience in canoeing is an advantage if you are interested in that role

**How will you benefit?**

* This is an excellent opportunity to work within an internationally important wetland site.
* Discount is available in the cafe and shop on the days of volunteering.
* Training opportunities will be provided.
* Free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge.

**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.

Martin Mere Wetland Centre is 2 miles from Burscough and public transport does not run directly to the centre. You will therefore need to have your own transport to get to the centre. 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.

**Date raised:**  June 2024