

**VOLUNTEER OPPORTUNITY:** **Guide In The Hide**

**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 site 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. As a Guide in a Hide primarily in our Headley and Peacock Tower Hides, you will be the point of contact in engaging visitors of all ages and backgrounds, using your good knowledge to point out birds and wildlife of key interest and providing identification tips.

You’ll need to be equally at ease interacting with groups of children and families as you are talking to adult birders and photographers, inspiring everyone to support us as members of the WWT. You’ll also let us know of any new sightings and help us by undertaking some basic tasks to keep the hides presentable for our visitors.

**Wetlands for the win!**

Looking for valuable work experience to gain relevant skills or 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 a warm welcome to all visitors who come to the hides.
* Helping visitors locate and observe birds of interest birds and learn how to bird-watch: showing how to use the scopes and binoculars, and how to look for and distinguish bird features.
* Attending briefing sessions and familiarising yourself with events, activities, sightings and developments at the centre so that you can provide up-to-date information to our visitors and promote forthcoming events and activities
* Recording notable sightings on the Hide sightings board (or encourage visitors do it as part of an interactive experience) and notify the Reserve team or Duty Manager where appropriate.
* Helping keep a tidy hide (basic housekeeping - sweeping, litter-picking, wipe sills/seats, dust rafters to remove cobwebs) and report any damages.
* Topping up bird feeders as needed in the Headley Hide.
* Seasonally, being in cold spaces for periods of time, for which we will provide warm uniform, including coats.

**This role will suit you if:**

You have a positive, friendly, warm and friendly manner, are a good communicator and are committed to delivering excellent customer service to a wide variety of visitors, especially our younger and first-time visitors. You’ll have a real interest in and enthusiasm for WWT’s work, nature and the outdoors and can share this with others of all ages. You’ll have a good knowledge of UK bird species and other wetland wildlife to answer visitor questions, and be confident at using bird watching optical equipment, assisting visitors in doing so. Having your own telescope and binoculars would be useful, but is not essential.

You’ll be happy to undertake some basic maintenance and cleaning tasks to help maintain our high standards across the site. While we are close-working team, the ability to work flexibly in a team of staff and volunteers, and under your own initiative 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: 9:30am – 3pm with a 15-minute morning break for all, and a 60-minute lunch break around 12:30pm for those doing a full day.

Half days finishing at 1:00pm will be considered.

After completing training and an induction into

your 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.