

**VOLUNTEER OPPORTUNITY: Visitor Engagement**

**Why do we need you?**

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.

As a Visitor Engagement volunteer you will give a warm welcome to our visitors and encourage them to make the most of their visit to our reserve. You will provide key support in our aim to attract a wide audience and provide a memorable experience for all visitors. We are particularly looking for volunteers who are willing to support us with a range of engagement activities, including ice cream sales, responsible dog walking and pond dipping.

**Why volunteer with us?**

Wetlands for the win! Looking for valuable work experience to gain relevant skills or wanting to spend more time outdoors? Or both?

Look no further! Volunteering with us has a number of benefits including:

* Getting closer to nature in an inspiring environment
* Learning new, transferable skills
* Gaining a wide range of relevant work experience
* Becoming part of a friendly and dedicated team
* Making new friends and becoming part of a welcoming and inclusive community
* Making a real contribution to the conservation work of WWT
* Gaining free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge
* Receiving a discount in WWT shops and cafes
* Being provided with a WWT uniform
* Receiving induction and training

**This role involves:**

* Welcoming visitors to the nature reserve
* Learning new, transferable skills
* Talking to visitors about the value of the reserve as a working wetland
* Identifying key wildlife for visitors
* Encouraging visitors to connect with nature
* Helping visitors to orientate around the reserve
* Visitor facility checks (e.g. litter picking, sweeping hides)
* Using binoculars or telescope to showcase species of interest as required
* To keep up to date with projects and activities at the reserve and direct visitors to areas that may be of interest on their visit

**This role will suit you if you:**

* Are happy to volunteer outdoors and be able to move around different areas of our site.
* Are committed to good customer service and are willing to engage our visitors with the work of WWT.
* Enjoy talking to and helping people.
* Have excellent communication skills, with the ability to adapt your approach to suit your audience.
* Have an interest in and enthusiasm for the work of WWT.
* Are able to work on your own initiative, take responsibility and seek assistance from staff when necessary.
* Are willing to undertake relevant training.
* Have a passion for wildlife and a good knowledge of local wildlife.
* Are willing to work alone.

**Practicalities**

**Where will you be based?** WWT Steart Marshes

**Who will you volunteer with?** Steart Marshes Engagement Team

**Time commitment?** We can be flexible on the specific days and hours of volunteering and will mutually agree the hours you are able to offer.

We want your volunteering to be an enjoyable 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 regret that we are not in a position to reimburse expenses incurred for travel to the site. Any pre-agreed out-of-pocket expenses incurred in the course of the role will be reimbursed.

We will keep you up to date with what’s happening across WWT and the difference you will be helping to make happen.

**Interested?**

We celebrate inclusivity and diversity amongst our volunteering community and encourage applicants to state any disabilities they have for provided support.

Full details of this and other roles can be found at [www.wwt.org.uk/volunteer](http://www.wwt.org.uk/volunteer).

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.