

**VOLUNTEER OPPORTUNITY: Canoe Safari Assistant**

**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 so we bring awe-inspiring nature up close. You will be directly involved in shaping our visitors’ unforgettable experiences through your warm welcome, your interaction with them and the information that you provide. We need friendly, outgoing people to help with the canoe safari operation, ensuring that our visitors feel part of something amazing.

**Who will be responsible for your role?** Marketing Manager

**Where will you be based?** Canoe barn

**How much time will it take?** We have opportunities on Tuesday, Wednesday, Friday, Saturday and Sunday, from 28 March to September.

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.

* Assisting the staff to give health and safety briefings covering all of the aspects of canoe safety applicable to Martin Mere canoe safari.
* Assisting with providing instruction and advice to visitors on using the canoe safely and to ensure buoyancy aids are fitted correctly paying particular attention to the sensitivities of older people and children. To ensure health and safety instructions and standards are strictly adhered to.
* Assisting the staff with handling money or taking credit card payments taken for canoe trips and boat tours.
* Driving the electric boat and providing an informative talk whilst driving
* Assisting the completion of paper work relevant to canoe trips accurately, in particular on participants return.
* Understanding the importance of prompt response to emergency calls.
* Monitoring the canoe route and visitors’ participation in the activity.
* Assisting with the cleanliness and Maintenance of canoe hut and surrounding area.

**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.

**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:**  January 2022