

VOLUNTEER OPPORTUNITY: Welcome and Information Team

Why do we need you? 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.

Welcome Hosts help us create a great first impression. They're on hand to provide a warm welcome and help visitors make the most of their day at Martin Mere. You will engage with our visitors and meet people from all walks of life by getting a chance to show off your skills in customer service. You will help every visitor leave the centre with a deeper understanding of WWT and the work we do to save wetlands for wildlife and people.

At WWT 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 and let it do the talking.

Who will be responsible for your role? Marketing Manager

Where will you be based? WWT Martin Mere

How much time will it take? One day per week – 10am to 4pm. We currently have opportunities available on a Tuesday, Wednesday, Friday and Saturday.

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.

What will you be doing?

- Acting as the first point of contact for all visitors to Martin Mere, providing them with a warm welcome along with appropriate information to aid their visit.
- Conducting specific talks to the public – scripts and training are provided.
- Conducting guided walks of the grounds and the reserve when required – again, training is provided.

- Handing out bird seed to visitors and assisting in bagging the seed.
- Assisting with serving visitors drinks and ice-creams from the kiosk

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 delivering talks.
- Able to work in a team of staff and volunteers.
- Experience in a customer related role would be advantageous.
- Able to communicate well to a diverse range of audiences.
- Familiar with Martin Mere centre

How will you benefit?

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

Look no further! Securing a volunteering position with us plays a crucial role in saving wetlands for wildlife and people as well giving you the chance to

- This is an excellent opportunity to work within an internationally important wetland site.
- 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.

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.

You will need your own transport to get to the centre as it is 2 miles from the nearest public transport in Burscough. 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 reviewed: January 2023