



OPPORTUNITY: Engagement Volunteer

Why do we need you?

At WWT we believe 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. People feel part of something amazing and are motivated to make a difference.

As an 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.

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| Who will be responsible for your role? Where will you be based? | Engagement and Learning Manager The public areas of WWT Steart Marshes nature reserve. |
| How much time will it take? | We are particularly looking for volunteers who can offer at least one day a week, preferably at weekends and over busy holiday periods. We can be flexible on the specific days and hours worked and will mutually agree the hours you are able to offer. |

What will you be doing?

This is a varied role that incorporates various areas of visitor engagement. Your time with us may include activities such as:

- Providing a friendly face and a warm welcome to visitors to the nature reserve.
- Acting as an advocate for WWT Steart Marshes, providing information to visitors, dealing with any queries, or referring them to members of staff. Promoting the work of WWT and the value of the reserve as a 'Working Wetland'.
- Informing visitors how to navigate themselves around the reserve. Sharing highlights about the wildlife and wetland habitat that they might enjoy on their visit. Possibly using binoculars or telescope to showcase species of interest.
- Walking around the reserve with your dog, demonstrating good practice for dog walking to help protect sensitive wildlife and habitats.
- Selling ice creams to visitors from the ice cream bike, in accordance with food hygiene legislation. Recording the numbers of ice creams sold.
- Help visitors and families enjoy pond dipping in ponds around the reserve.

- Reporting any concerns or maintenance issues to staff.
- Engaging with families during pond dipping events.

Who are we looking for?

No previous experience is required as training will be provided. However this role will suit you if you:

- Are physically able and happy to work outdoors.
- Are committed to good customer service and are willing to engage our visitors with the work of WWT.
- Enjoy talking to and helping people and able to provide excellent customer service.
- 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.

How will you benefit?

- This is an excellent opportunity to volunteer within an internationally important wetland site.
- Be part of a team of people who promote the work of WWT at Steart Marshes and our network of other wetland reserves.
- Suitable uniform is provided to all regular volunteers.
- Training opportunities will be provided.
- A full site induction will be provided and opportunities for further skill training will be discussed.

General notes:

The exact hours you are able to contribute will be discussed prior to placement. A current driving licence is essential for access to the centre. 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.

This position is entirely voluntary and is therefore unpaid. Any offer of a volunteer opportunity 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 raised:

02/24 JH