



OPPORTUNITY: Guide in a Hide

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.

Our main observatory hide features large windows, comfortable seating, bird guide books and accessible interpretation to provide opportunities for all visitors to enjoy and gain confidence in bird-watching.

As a Guide in the Hide you will provide a warm welcome to our visitors and encourage them to make the most of their visit to WWT Welney Wetland Centre. In this role you will engage visitors of all ages and backgrounds by pointing out birds of key interest, providing identification tips and assisting them to use optical equipment and guide books.

You will need to be equally at ease interacting with groups of children and families as you are talking to adult birders and photographers. In addition, you will undertake some basic maintenance tasks to keep the hide presentable.

Who will be responsible for your role? Reserve Warden

Where will you be based? WWT Welney Wetland Centre

How much time will it take? While ideally we are looking for people to volunteer one day per week, we can be flexible on days and timings. We will mutually agree the hours you are able to 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?

- Welcoming visitors to the hides.
- Providing visitors with the latest centre information on wildlife sightings.
- Talking to visitors about what they can see from hide windows and assisting them with identification.
- Using a telescope to showcase species of interest.
- To keep up to date with happenings at the centre and direct visitors to other areas or talks that may be of interest on their visit and also promote forthcoming events and activities.
- 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.
- Recording birds in the sightings diary and write sightings on our whiteboard for duration of session (wiping off daily)

- Maintaining the main observatory (basic housekeeping-tidying chairs, cleaning chalk board, collecting litter)
- Helping to promote WWT membership.

Who are we looking for?

- Ideally guides in hides have good, accurate bird knowledge.
- Volunteers need to be friendly and welcoming.
- Ability to work on their own.
- Guide in a hide volunteers will be committed to good customer service and are willing to engage the public with the work of WWT
- Confident at using telescopes and binoculars and able to assist others. Having your own telescope and binoculars would be useful but is not essential.

How will you benefit?

- This is an excellent opportunity to work within an internationally important wetland site.
- Suitable uniform is provided to all regular volunteers. You are welcome to use your own equipment but a telescope / binoculars can be provided.
- Discount is available in the cafe and shop on the days of volunteering.
- Training opportunities will be provided.
- An induction will be provided as well as other training opportunities.

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.

How to Apply:

Please complete the online application form at www.wwt.org.uk/wetland-centres/welney/volunteer. This can then be saved and emailed to volunteer.welney@wwt.org.uk or printed and posted to Volunteering Development Officer, WWT Welney, Hundred Foot Bank, Welney, Norfolk, PE14 9TN.

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