



OPPORTUNITY: Visitor 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.

As a Visitor Engagement Volunteer you will work as part of a team of staff and volunteers to bring people of all ages and backgrounds closer to wetland wildlife, by providing assistance for visitors to explore the centre and learn about WWT's pioneering wetland conservation work, to save wetlands for wildlife and people.

In this role you will also support the delivery a range of interactive visitor engagement activities, including pond dipping, discovery trails, guided walks, special events and other seasonal activities. Every visitor has the potential to be part of something amazing and you will be able to draw people in by telling engaging stories about our work and inspiring people to support us as members of the WWT.

Who will be responsible for your role?

Reserve Warden

Where will you be based?

Welney Wetland Centre

How much time will it take?

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.

To ensure a positive volunteering experience for you and to provide a helpful contribution to the organisation, we hope you will be able to volunteer with for us for at least six months.

What will you be doing?

- Answering visitor questions
- 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.
- Identifying basic wildlife for visitors.
- Showing people how to navigate themselves around the centre and reserve.
- Leading informal guided activities e.g. pond dipping, guided walks.
- Maintaining high standards of visitor facilities through visitor facility checks (e.g. litter picking, hide cleaning)
- An interest in and enthusiasm for the work of WWT.
- An excellent communicator in English, other languages are also useful.

Who are we looking for?

This role will suit you if you are / have:

- Outgoing, friendly and patient.
- Great people skills with the ability to enthuse visitors of all ages.
- Enthusiasm for the natural world and for sharing this with others.
- Willingness to spend time outdoors and in all weather conditions.
- Ability to lead small groups confidently and safely.
- A good team player.
- An ability to guide visitors and explain this clearly in simple language.
- Have an interest in and basic knowledge of birds and wildlife (although not essential)
- Committed to good customer service and are willing to engage the public with the work of WWT

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
- Discount is available in the cafe and shop on the days of volunteering
- You are welcome to use your own equipment but a telescope / binoculars can 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.

Date raised: Oct 2014