



OPPORTUNITY: Welcome Team 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.

By providing an excellent visitor experience as a member of the Welcome Team, you will be encouraging our visitors to make the most of their visit to WWT Welney Wetland Centre.

Who will be responsible for your role? Reserve Warden

Where will you be based? WWT 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?

- Providing a warm and friendly welcome to all visitors as they arrive at the reception area.
- Answering visitors questions about the centre, costs of admission and membership information on request and signposting visitors to the admissions & shop area.
- Keeping up to date on the latest news, events, activities, and wildlife sightings at the centre, so you can provide relevant information to our visitors.
- Assisting visitors with wheelchairs / buggies and alerting visitors to specific events of interest taking place in the centres on that day.
- Helping visitors to find their way around the centre and to point out the locations of significant events and activities.
- Promoting membership of WWT and engaging visitors who are queuing for admissions.

Who are we looking for?

To carry out this role, you will need:

- Excellent verbal communication skills.
- A confident attitude and/or experience of successful face-to-face contact with the public.
- Commitment to excellent customer service.
- An interest in and enthusiasm for the work of WWT.
- The ability to work under your own initiative and as part of small team.

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.
 - An induction and other training opportunities will be provided.
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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 we are not in a position to reimburse expenses incurred in travelling to and from the centre, but any pre-agreed expenses incurred in the course of your duties 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.

Date raised: October 2014