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## **VOLUNTEER OPPORTUNITY:**

## **Welcome Host**

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### **Why do we need you?**

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. Whether it's pointing visitors in the right direction or letting them know what's on today you will be encouraging our visitors to make the most of their visit to Slimbridge centre, and to understand our work 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. At Slimbridge Wetland Centre visitors can explore unique wetland habitats and the amazing array of birds, mammals and amphibians that inhabit them. Our volunteers help to welcome and inspire visitors, and look after our unique habitats and heritage.

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**Who will be responsible for your role?** Visitor Services Manager

**Where will you be based?** WWT Slimbridge Wetland Centre

**How much time will it take?** You can pick from full-day (9.15am until 4pm) or half-day (9.15am-1pm or 1-4pm) sessions. Or speak to your volunteering manager if different hours would better suit your circumstances.

A minimum commitment of once a fortnight is preferred

### **What will you be doing?**

- Providing a warm, friendly welcome to all visitors and signposting visitors to events, exhibits and talks
- Engaging with visitors in our foyer space and observation tower, explaining what they can see and how to make the most of their visit
- Selling bags of bird food, centre guides and visit essentials, using a till to process payments
- Booking visitors onto daily tours and demos
- Helping out on our admissions desk, processing member visitors
- Filling up bags of bird grain and helping to top up supplies
- Helping visitors who need additional assistance, by hiring out mobility scooters and manual wheelchairs
- Promoting the benefits of WWT membership, and helping to sign up new members using a computer-based system
- Promoting our free Aardman designed Wetland Heroes App, encouraging visitors to try it out
- Answering the foyer telephone to deal with enquires

## Who are we looking for?

This role will suit you if you:

- Are confident and pro-active in approaching people
- Excellent verbal communication skills
- Enjoy being part of a friendly team
- Commitment to excellent customer service
- Have an interest in the natural environment
- Are happy using a computer/till
- Like working in a busy visitor environment

## How will you benefit?

- Volunteer in an inspiring environment and get closer to nature
- Become part of a friendly and dedicated team
- Meet like-minded people
- Great way to learn new skills
- Make a real contribution to the conservation work of WWT
- Free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge
- Discount in WWT shops and cafes
- WWT uniform provided
- Travel expenses available to those in full-time education or who are currently unemployed (speak to your volunteer manager for more information on this scheme)
- Induction and training provided

## General notes:

Getting to the centre: Road: Slimbridge Wetland Centre is 2 miles off the A38. There is a large car park with ample car parking spaces and there is a bike rack available for staff volunteers. Rail: Cam & Dursley rail station is a 3.5 mile cycle or taxi ride away. Bus: Unfortunately there is no bus service directly to Slimbridge: the nearest services stop is at the A38, 2 miles walk from the Centre.

New for 2021: If you're in full-time education, or are currently unemployed, we can help with your travel costs to and from the centre. Please speak to your volunteer manager for more information on this scheme. Unfortunately we are not in a position to reimburse expenses incurred in travelling to and from the centre for anyone not meeting either of these criteria 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 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.

## How to Apply:

Join an online open day in spring 2021 by visiting [www.wwt.org.uk/getinvolved](http://www.wwt.org.uk/getinvolved). Or alternatively full details of this and other roles can be found at [www.wwt.org.uk/volunteer](http://www.wwt.org.uk/volunteer). If you have any problems locating the information or filling out the application form please email [volunteer.slimbridge@wwt.org.uk](mailto:volunteer.slimbridge@wwt.org.uk)

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