



OPPORTUNITY: **Membership Recruitment**

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 a Membership Recruitment volunteer, you will be able to draw people in by telling engaging stories about our work and inspiring people to support us as members of WWT.

Who will be responsible for your role? Trading Manager

Where will you be based? Washington Wetlands Centre

How much time will it take? We are looking for volunteers who can help to provide coverage predominantly on weekends and during school holidays 11am – 4.30pm in winter and 11am – 5.30pm in summer for at least one day per week.

In order for you to be able to carry out the volunteer role effectively you may need to be able to attend relevant meetings on a regular basis in addition to the hours you contribute. This will be discussed with you prior to placement.

What will you be doing?

- Telling stories about what we do to save wetlands for wildlife and people; asking visitors about their day at the centre; and persuading them what a great idea membership would be. Training in how to do this will be provided.
- Filling in membership forms accurately (again, training will be provided).
- Helping the Welcome Team to ensure all visitors have a great day out through a warm and informed welcome, including talking through that day's highlights and events.
- Adhering to specific requirements of the role, such as data protection compliance, health and safety etc.

Who are we looking for?

You will really enjoy this role if you:

- Enjoy sharing information with people to ensure they understand what our centre is and what there is to enjoy here.
- Have competent IT skills – this role may require you to use a tablet.
- Can give attention to detail in sharing accurate information and completing forms.
- Are calm under pressure and can maintain a positive energy in a busy environment.
- Have a confident attitude and/or experience of successful face-to-face contact with the public.

- Are committed to excellent customer service.
- Have an interest in and enthusiasm for the work of WWT.
- Are able to work under your own initiative under the direction of the Marketing and Communications Manager.

How will you benefit?

- You will have a fun, uplifting time speaking to visitors from all walks of life.
- This is an excellent opportunity to volunteer 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
- Free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge.
- Training opportunities will be provided.

General notes:

The exact hours you are able to contribute will be discussed prior to placement. 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.

The centre is signposted and the C2C cycle route runs to the centre. Buses run to Waterview Park, a short walk from the centre Mon – Sat. There is no bus service on Sundays.

<http://www.wwt.org.uk/wetland-centres/washington/plan-your-visit/directions/>

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: April 2022