



## **VOLUNTEERING OPPORTUNITY: Visitor Experience**

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### **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, you will be encouraging our visitors to make the most of their visit to Martin Mere centre, and to understand and support our work to save wetlands for wildlife and people.

Come and have a diverse experience, working across many departments to gain essential public engagement skills. This role could include volunteering with the following teams; canoes, the welcome desk, family activities and the craft room.

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### **Who will be responsible for your role?**

Visitor Experience Manager

### **Where will you be based?**

Martin Mere centre

### **How much time will it take?**

One or two days per week – 10am to 4pm

We will mutually agree the hours that you can 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?**

- This role will involve volunteering within the following areas; The Welcome Team, Roaming Engagers, Canoes, Family Activities. You will be signed up to help on various days with various departments.
- Acting as the first point of contact for all visitors to Martin Mere, providing them with a warm welcome along with appropriate information to aid their visit whilst on the Welcome desk. You will also help to give talks to the public and guided walks.

- You will help on the canoes, taking money, giving out buoyancy aids and giving instructions to visitors.
- You will also help with the Family Activities which include; arts and crafts, pond dipping and mini beast hunts. Some of the other activities include broomstick training, LEGO workshops, passport to nature and many more.
- Recruiting new members to the Wildfowl & Wetlands Trust through conversation and specific messages and stories.
- Acting as a roving communicator within the waterfowl collection, providing guidance and information to visitors.

### Who are we looking for?

No previous experience is required as training will be provided. However this role will suit you if you have a love of wildlife and the outdoors and are:

- Confident or experienced in delivering talks
- Able to work in a team of staff and volunteers
- Experience in a customer related role would be advantageous
- Able to communicate well to a diverse range of audiences
- Familiar with Martin Mere centre

### 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.
- Free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge.
- Training opportunities will be provided.

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### General notes:

This position may require helping out on other days in addition to rota days but this will be infrequent and will be agreed with your head of department and will be subject to your availability.

You will need your own transport to get to the centre as it is 2 miles from the nearest public transport in Burscough. We regret that we are not in a position to reimburse expenses incurred for travel to the site.

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.

**Date raised:** January 2019