



OPPORTUNITY: **Visitor Experience - Guide in the Hide 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.

In this role you will be encouraging our visitors to make the most of their visit to Martin Mere Wetland Centre, and to understand and support our work to save wetlands for wildlife and people.

Who will be responsible for your role? Reserve Manager

Where will you be based? Various hides at Martin Mere centre

How much time will it take? One day per week (Thursdays or Sundays) from 10 – 4

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?

- Engaging with visitors in the hides at Martin Mere Wetland Centre, talking about the birds and other wildlife that is around. Answering any questions they may have and directing them to different areas of the reserve where necessary.
- Recording the birds and wildlife seen from the hides and the number of visitors you have engaged with.
- Working as part of the reserve team (made up of staff and volunteers) to engage and inform our visitors about the Centre and WWT.
- Familiarising yourself with events, activities, sightings and developments at the centre so that you can provide up-to-date information to our visitors.
- Providing information upon request, alerting visitors to specific events of interest taking place at the centre on that day and for future events.

Who are we looking for?

To carry out this role, you will need:

- Excellent bird identification skills
- Excellent verbal communication skills
- Good listening skills, with the ability to adapt your approach to suit your audience
- 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 under the direction of the Reserve Manager
- Commitment to undertake relevant training

How will you benefit?

- This is an excellent opportunity to work within an internationally important wetland site.
- Suitable uniform and a name badge are 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:

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. 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.

Date raised: March 2022