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## **VOLUNTEER OPPORTUNITY:**

## **Visitor Experience Roaming Engager**

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### **Why volunteer with us?**

We're WWT, the charity for wetlands and wildlife. We're on a mission to restore wetlands because they are a wondrous solution to our world's problems. Together we will unlock their power – and help nature burst back to life. Because when wetlands flourish, all life will flourish. We lead the way, bring life and inspire connection. Our main values enrich our community:

- By restoring our wonderful wetlands we gain deeper connections
- By inspiring future volunteers we will inspire others to value, act and benefit from wetlands
- To Thrive! We believe our volunteers will thrive in making WWT a more sustainable and inclusive organisation.

Volunteers are integral to the running of our Welney reserve and visitor centre and without their help we wouldn't be able to welcome our visitors to this amazing 1300 acre wetland of international importance. Our volunteer team are friendly and committed, and say they benefit by gaining new experiences, meeting new people and sharing the story of our work.

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

At WWT Welney Wetland Centre we want to ensure that our visitors receive a warm, friendly welcome to ensure they have a memorable visit to our Visitor Centre and Reserve. In this role, you will be helping to bring people of all ages and backgrounds closer to wetland wildlife, by providing assistance for visitors to explore the reserve and learn about WWT's pioneering wetland conservation work, to save wetlands for wildlife and people. In this role you will support the delivery of a range of interactive visitor engagement activities, including guided walks, and other seasonal activities, drawing people in by telling engaging stories about our work and inspiring people to support us as members of the WWT.

### **Wetlands for the win!**

Looking for valuable work experience to gain relevant skills or want to spend time supporting a conservation charity? Or both? Look no further - a volunteering position with us plays a crucial role in saving wetlands for wildlife and people as well as:

- Being part of a volunteering experience in an inspiring environment and getting closer to nature
- Enjoying a sociable role offering a fun, uplifting time speaking to a range of visitors and as part of a friendly team and dedicated team
- Making a real contribution to the conservation work of WWT
- Learning new, transferable skills and being part of an inclusive volunteering experience
- Becoming part of a friendly and dedicated team
- Gaining free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge, and enjoying a great discount in WWT shops and cafes
- You will be provided with a WWT uniform and receive full induction and training for your role

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## **This role involves and coaching is given in:**

- Answering visitor questions
- Attending briefing sessions and familiarising yourself with events, activities, sightings, seasonal highlights and developments at the centre so that you can provide up-to-date information to our visitors
- Identifying basic wildlife for visitors.
- Showing people how to navigate themselves around the centre and reserve
- Leading informal guided activities e.g. pond dipping, guided walks.
- Maintaining high standards of visitor facilities through visitor facility checks (e.g. litter picking, hide cleaning)

## **This role will suit you if:**

You have a positive, friendly, can-do attitude and are committed to delivering excellent customer service. Welney has a close-working team, however, the ability to work under your own initiative and being self-motivated during quieter times is also needed. You'll have a real interest in and enthusiasm for WWT's work, nature and the outdoors and can share this with others. Having, or being happy to develop, the confidence to engage our visitors simply and effectively around their needs is also a key part of this role, being a good communicator in English (other languages are also useful!).

On a day-to-day basis, you'll be answering visitor questions, helping them to navigate the reserve, and identifying basic wildlife. We'll ask you to attend briefing sessions and familiarising yourself with events, activities, sightings and developments at the centre so that you can provide up-to-date information to our visitors. You'll also help maintain high standards of visitor facilities through visitor facility checks (e.g. litter picking, hide cleaning)

## **Practicalities**

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

Welney Wetland Centre

### **Who will you volunteer with?**

**Visitor Engagement Team**, Events & Marketing Officer

### **Time commitment?**

We are looking for volunteers who can ideally commit to one day a week on a regular basis. Shifts are from 9.15am to 3pm, with suitable breaks. However, we will mutually agree the hours that you can contribute.

We want your volunteering to be a positive and fun experience. You'll get a warm welcome, including information on training, equipment and other information you need. This will include risk assessments based on your role and any particular support you need.

Volunteers receive access to our sites, and discounts in our shops and cafes. Some roles include a uniform or require the use of equipment or protective clothing. If you are based at a particular site or office location, you'll need to be able to get yourself there and back. Information on locations can be found on our [website](#). We will keep you up to date with what's happening across WWT and the difference you will be helping to make happen.

**Interested?**

Full details of this and other roles can be found at [www.wwt.org.uk/volunteer](http://www.wwt.org.uk/volunteer). We celebrate inclusivity and diversity amongst our volunteering community and encourage applicants to state any disabilities they have for provided support. Please state any disabilities in your application form, or contact us at [volunteering@wwt.org.uk](mailto:volunteering@wwt.org.uk) to talk through what support you need either in locating the information or filling out the application process so we can cater for your additional needs.