

## **Volunteer Role Description – Visitor Interaction**

### **Purpose**

The key purpose of this role is to assist in the provision of Visitor Interaction activity at Pensthorpe

### **Key Tasks**

Under the guidance of the Reserve / Aviculture Team, you will be involved in:

1. Welcoming visitors and helping them to get the best from their day out at Pensthorpe
2. Respond to visitor questions and proactively engage with visitors to explain what we do and what they can see
3. Providing engaging and interesting formal talks as required
4. Promoting membership
5. Supporting activities such as pond dipping
6. Helping in corporate volunteering activities

You may also be involved in greeting visitors, answering questions they may have and assisting with presentations and walks and talks.

Together, all staff and volunteers are responsible for the health and safety of our visitors, which requires us to work using safe methods, maintaining legal compliance and best practice to our working environment, reporting anything that is unsafe to the Reserve Manager, and reporting any accidents or near misses.

### **Key knowledge/skills/qualities/experiences**

1. A keen interest and knowledge of wildlife and the natural environment and an enjoyment of working with visitors, working inside and outside, no matter the weather
2. A basic understanding of how best to engage with individuals and groups of varying ages and of different interests and a willingness to learn more
3. Ability to follow instructions
4. Ability to work on own initiative when allocated a specific task and able to work as part of a team
5. Due to the interactive nature of the role, you need to have excellent communication skills and the ability to engage and inspire our visitors

### **Time and level of commitment required**

Alongside our daily talks schedule, we also have opportunities for volunteers to spend time engaging with visitors at any time when the reserve is open. Ideally, you will be able to volunteer at our busiest times, which are at weekends and bank holidays, and during school holiday periods.

### **Key working relationships**

Reserve Manager and Head of Species Management, Reserve team members, Aviculture team members, Marketing team, HR team.

### **Training and support**

All volunteers will undertake a basic induction course, which will include health and safety and manual handling essentials. The Reserve Manager, Head of Species Management and Marketing Manager will ensure you have appropriate training to undertake the tasks you are allocated.

As you may expect, we like to give and receive feedback about our volunteer's experiences. All volunteers will have a "trial" day and after that, depending on the amount of time and frequency that you are able to volunteer, we will arrange periodic reviews.

### **Additional information**

All volunteers will be provided with mid-morning and afternoon refreshments and a full lunch.

You need to ensure that you wear appropriate clothing to suit your key tasks, including appropriate footwear and wet weather gear. Please ensure in hot weather you wear a hat and regularly apply sunscreen and insect repellent as required.