

Visitor Engagement Volunteer Role Description

Overview

Tasks you will be involved with:

- Directing visitors around the Zoo
- Talking to and engaging with visitors around the Zoo, informing them about our various conservation projects and sharing knowledge about our animals
- Opportunity to learn and deliver educational animal talks
- Adhering to all health and safety protocols and emergency procedures to ensure the safety of animals, staff and visitors

Successful visitor engagement volunteers will:

- Be enthusiastic
- Have excellent communication skills
- Be comfortable interacting with visitors
- Be willing to speak publicly
- Be proactive in helping others
- Have a general interest in wildlife and conservation
- Be over the age of 18
- Need to volunteer 1 day a week, for a minimum of 12 weeks. Volunteer hours are 10:00-14:00. Although for practical reasons, it can be helpful to be in the same day every week, this is not essential.

Overseen by the Education Manager, Head Keeper and Deputy Head Keeper, visitor engagement volunteers will be provided with:

- Opportunities to gain experience in other areas if desired, such as hosting visitor talks
- Food and drink vouchers for use in the café while volunteering
- A complimentary zoo ticket for every 6 weeks of volunteering
- Appropriate uniform as required