

## Walk-through Volunteer Role Description

### Overview

Tasks you will be involved with:

- Observing the animals in the walk-through enclosures for behavioural, reproductive and medical reasons
- Visitor engagement in our walk-through enclosure (lemurs) when open, as well as the wallabies, Livingstone's fruit bats, Rainforest Lookout and African grey parrot enclosures.
- Opportunity to learn and deliver educational animal talks
- During quieter periods, and if appropriate, simple grounds keeping tasks in the walk-through enclosures (lemurs and wallabies)
- Adhering to all health and safety protocols and emergency procedures to ensure the safety of animals, staff and guests.

### Successful walk-through volunteers will:

- be enthusiastic
- have good communication skills
- be comfortable interacting with guests
- have a driving license and their own vehicle due to the location of the zoo (or otherwise be able to get to the zoo without the use of public transport)
- be over the age of 18
- need to volunteer 1 day a week, for a minimum of 12 weeks. Volunteering hours are 10:00 – 14:00 in winter and 11:00-15:00 in summer. Although for practical reasons, it can be helpful to be the same day every week, this is not essential.

### Overseen by the Head and Deputy Head Keeper, the walk-through volunteers will be provided with:

- Full training on overseeing the walk-through enclosures when open to guests
- 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
- A full reference