

Volunteer Role Description

Volunteer Role:	Visitor Welcome Volunteer
Department:	Visitor Programmes - Engagement
Location:	London Zoo, Regents Park
ZSL Contact/ Supervisor:	On the day: Engagement Team Leader's / Engagement Officers / Visitor Activities Manager General support: Volunteer Management Team
Purpose of role/ project:	To support all zoo visitors to have an informed, fulfilling, and safe day out. This role will support with orientation, provide useful visitor information, and engage visitors at key points around the Zoo. This role is all about adding value and tailoring a visitor's experience, making sure they know about the highlights that are relevant for them.
Commitment of role:	This is a year-round role. We are looking for volunteers who can undertake one shift per fortnight, although more will be welcome! Full or half day shifts are available. Volunteers pick their slots using an online rota system month-by-month.
Main tasks volunteer will be asked to undertake:	<p>This role will be stationed in key engagement points in the Zoo, including animal walk-throughs, to provide guidance and support to all visitors, including school groups. Tasks include:</p> <ul style="list-style-type: none"> • Providing excellent customer service to visitors - offering a warm welcome, keeping them informed about what's on, directing them to areas of interest in the Zoo and answering questions. • Engaging with visitors at key locations around the Zoo, sharing your knowledge and enthusiasm about ZSL London Zoo e.g., exhibits and locations, restaurant and food outlets, gift shop etc. • Delivering small scale engagement activities for visitors including Engagement Tables and supporting Engagement Officers to run activities for seasonal events e.g., arts and crafts. • Supporting school groups to get the most out of their visit. • Working alongside staff as the face of ZSL to assist visitors with their day out, ensuring they feel engaged and have a great day. • Supporting visitors to enjoy interacting with our animals whilst staying safe, especially within our animal walk-throughs. • Attending daily briefing team meetings on volunteering days to stay up-to-speed with visitor information.
Workplace Conditions:	This role is based outside for much of the day in all-weather conditions and involves lengthy periods of standing so a good level of fitness is required.

<p>Anticipated qualities, skills, and experience that the volunteer will bring:</p>	<ul style="list-style-type: none"> • Positive, cheerful people who enjoy chatting with different people. • People who understand what great customer service entails and deliver it consistently. • Good knowledge of the Zoo alongside the willingness and ability to listen, absorb and keep up to date with new information. • Great sense of direction and a good degree of physical fitness as this is largely a standing role. • Proactive in noticing and responding appropriately to visitors or colleagues who may need assistance. • Self-starters who will go and find the answer for a visitor. • Able to use initiative, be reactive, flexible, and positive about any changes on the day. • Good problem-solver who can turn negative situations around. • Friendly, outgoing people who are articulate, confident and at ease approaching visitors and operating in a team. • An interest in animals and conservation. • Reliability, commitment, and regular attendance. • Ability to demonstrate ZSL's values – inspiring, innovative, impactful, collaborative, ethical. <p>NB. Volunteers must be aged over 18 years.</p>
<p>Skills and experience volunteer will gain:</p>	<ul style="list-style-type: none"> • The chance to meet new people and volunteer in a team of friendly, like-minded people. • An opportunity to be involved in an international conservation charity and volunteer alongside wildlife enthusiasts as well as learn about wildlife and conservation. • Training and an opportunity to learn new skills, especially in team-working, face-to-face communication, and customer service. • A chance to volunteer in a beautiful natural environment, alongside our amazing animals.
<p>Relevant training may include:</p>	<p>Induction to the role will include:</p> <ul style="list-style-type: none"> • An initial training session • Duty trial days • Shadowing experienced volunteers/staff • Zoo orientation activities • Health and Safety briefing • Safeguarding training <p>Beyond this, we will offer Engagement training and a regular programme of appropriate refresher training and learning opportunities. There will also be opportunities to attend Zoo management/ZSL updates.</p>

Support and resources provided:	<ul style="list-style-type: none">• Centralised ZSL Volunteer Management Team for general enquiries, support and problem-solving• Named ZSL contact/supervisor to provide support and guidance in this role.• ZSL fleece and polo shirt; ZSL outdoor coats are available to use.• Volunteer ID pass• Regular Staff and Volunteer e-newsletter• Access to Volunteer Mess Room on site with complimentary tea and coffee• Access to discounted Staff and Volunteer catering options• Opportunities to attend optional ZSL volunteer recognition and thank you activities.• Discounts on ZSL products, experiences, and activities• Travel expenses to and from the Zoo will be reimbursed up to £15.00 a day on their duty or training day.
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This role will be subject to change and adjustments as operational requirements change. Any major changes will be communicated to the volunteer team by email in advance