

# WHIPSNADE ZOO

a ZSL conservation zoo

## Volunteer Role Description

<b>Volunteer Role:</b>	<b>Visitor Welcome Summer Volunteer</b>
<b>Department:</b>	Engagement
<b>Location:</b>	Whipsnade Zoo, a ZSL conservation zoo
<b>ZSL Contact/ Supervisor:</b>	<b>On the day:</b> Visitor Activity Officers, Visitor Activities Team Leader <b>General support:</b> Volunteer Management Team
<b>Purpose of role/ project:</b>	Visitor Welcome Volunteers support all zoo visitors to have an informed, fulfilling, and safe day out. Volunteers support with orientation, provide useful visitor information, and engage with visitors at our walk throughs, our talks and at our Visitor Centre at the Zoo. This role is all about providing excellent customer service, making sure visitors understand the Zoo rules and adding value to the visitor's experience. These volunteers will be positive, customer focussed, on-site advocates for ZSL and Whipsnade Zoo.
<b>Commitment of role:</b>	<p>This is a short term, summer version of the regular Visitor Welcome Volunteer role and these volunteers will provide additional support to our Visitor Engagement programme during the busy Summer school holidays.</p> <p>We are looking for volunteers who can undertake at least <b>50 hours over the period from mid-July to mid-September</b>. This equates to 6 full days or 12 half days over the Summer and includes a training day. There is flexibility around when volunteers come in and they will be able to pick their slots using an online rota system.</p> <p>There may be the option to continue to volunteer in the year-round role after September for limited numbers of volunteers.</p>
<b>Eligibility to apply to this role:</b>	<ul style="list-style-type: none"><li>• You need to have the right permissions to volunteer to apply for this role. ZSL does not sponsor individuals requiring a visa to be in the UK. Some visas allow someone to volunteer, but others don't. If you are subject to visa requirements, you should ask UK Visas and Immigration if your visa allows you to volunteer.</li><li>• Volunteers must be aged over 18 years</li></ul>
<b>Main tasks volunteer will be asked to undertake:</b>	<p>This role will be stationed in key engagement points in the Zoo, including animal walk-throughs, our Visitor Centre and will support our talks programme. Tasks include:</p> <ul style="list-style-type: none"><li>• 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.</li><li>• Engaging with visitors, sharing your knowledge and enthusiasm about Whipsnade Zoo.</li><li>• Supporting visitors to enjoy interacting with our animals whilst staying safe, especially within our animal walk-throughs.</li><li>• Attending daily briefing team meetings on volunteering days to stay up-to-speed with visitor information.</li></ul>

	<ul style="list-style-type: none"> <li>Supporting the Visitor Activities team to deliver their daily talks programme</li> </ul>
<b>Anticipated qualities, skills and experience that the volunteer will bring:</b>	<ul style="list-style-type: none"> <li>People who understand what great customer service entails and deliver it consistently.</li> <li>Friendly and positive people who enjoy chatting with people of all ages and are at ease approaching visitors.</li> <li>Good knowledge of the Zoo alongside the willingness and ability to listen, absorb and keep up to date with new information.</li> <li>Great sense of direction and a good degree of physical fitness as this is largely a standing role.</li> <li>Proactive in noticing and responding appropriately to visitors or colleagues who may need assistance.</li> <li>Self-starters who will go and find the answer for a visitor.</li> <li>Able be reactive, flexible, and positive about any changes on the day.</li> <li>Good problem-solver who can turn negative situations around.</li> <li>An interest in animals and conservation.</li> <li>Reliability, commitment, and regular attendance.</li> <li>Ability to demonstrate ZSL's values – inspiring, innovative, impactful, collaborative, ethical.</li> </ul>
<b>Skills and experience volunteer will gain:</b>	<ul style="list-style-type: none"> <li>The chance to meet new people and volunteer in a team of friendly, like-minded people.</li> <li>An opportunity to be involved in an international conservation charity and volunteer alongside wildlife enthusiasts</li> <li>An Zoo related experience to enhance a CV or UCAS application</li> <li>Training and an opportunity to learn new skills, especially in team-working, face-to-face communication, and customer service.</li> <li>A chance to volunteer in a beautiful natural environment, alongside our amazing animals.</li> </ul>
<b>Relevant training may include:</b>	<ul style="list-style-type: none"> <li>Induction training session</li> <li>Walk through training</li> <li>Zoo orientation activities</li> </ul>
<b>Support and resources provided:</b>	<ul style="list-style-type: none"> <li>Centralised ZSL Volunteer Management Team for general enquiries, support and problem-solving</li> <li>Named ZSL contact/supervisor to provide role specific support and guidance</li> <li>ZSL uniform</li> <li>Volunteer ID pass</li> <li>Regular Staff and Volunteer e-newsletter</li> <li>Access to Volunteer Mess Room on site with complimentary tea and coffee and access to ZSL's intranet, Zoogle</li> <li>Access to discounted Staff and Volunteer catering options</li> <li>Discounts on ZSL products, experiences, and activities</li> <li>Travel expenses to and from the Zoo will be reimbursed up to £15 a day on any duty or training days.</li> </ul>
<b>Workplace Conditions:</b>	<p>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>