

**VOLUNTEER ROLE  
DESCRIPTON**

**VISITOR ENGAGEMENT**



<b>Purpose of role</b>	To support us in achieving our charitable aims by engaging with our visitors about the work we do
<b>Available Days/Hours</b>	Banham Zoo: Monday – Sunday between 10am – 4pm (6pm July/Aug) This is a seasonal role available between March and October
<b>General tasks</b> (Intended as a guide only and is not a definitive list)	<ul style="list-style-type: none"> <li>• Assisting education staff with public animal handling (cockroaches, millipedes etc.) at busy times</li> <li>• Engaging with visitors through the use of objects and our interactive Investigation Stations</li> <li>• To provide a point of contact for visitors in the Activities &amp; Education Centre</li> <li>• Deliver ‘mini’ tours to small groups of guests</li> <li>• Manning our Lemur Encounters and Eureka! exhibits ensuring that visitors have a positive and fulfilling experience whilst ensuring the welfare of animals within the exhibit</li> <li>• Assisting visitors to their seats in a friendly and efficient manner before the Amazing Animals and Bird of Prey presentations</li> <li>• Promoting our charity’s wristbands</li> </ul>
<b>Personal specification</b>	<ul style="list-style-type: none"> <li>• Outgoing with excellent communication skills</li> <li>• Likes animals and people</li> <li>• Passionate about wildlife and conservation</li> <li>• Ability to follow instructions</li> <li>• Flexible</li> <li>• Team player</li> <li>• A sense of humour</li> <li>• Self-motivated</li> <li>• A willingness to get ‘stuck in’</li> </ul>
<b>What we offer</b>	<ul style="list-style-type: none"> <li>• Training relevant to the role</li> <li>• Uniform (deposit required)</li> <li>• Travel expenses, up to £5 per day</li> <li>• Personal protective equipment where required</li> </ul>
<b>Please note</b>	<ul style="list-style-type: none"> <li>• There is no public transport to or from Banham Zoo so your own transport is essential</li> <li>• Volunteers must be at least 18 years of age</li> <li>• Volunteering is not the same as a work experience placement</li> <li>• Whilst volunteers are free to apply for jobs if they become available volunteering does not guarantee you a job</li> </ul>