



**Lancashire,
Manchester &
N Merseyside**

Role Description – Visitor Engagement Volunteer

About the Lancashire Wildlife Trust

We are part of the Wildlife Trusts movement, the UK's leading conservation charity dedicated to all wildlife. We are your local charity, working hard to improve your local area for wildlife and for you.

The Trust manages over 2,000 acres of some of the region's most precious wild places in the form of 37 nature reserves and 20 Local Nature Reserves. These provide places where wildlife can thrive and people can relax and enjoy the wealth of our natural heritage.

Brockholes is LWT's flagship nature reserve and has a key role to play in connecting people to wildlife.

About the Role

Brockholes Nature Reserve has a really exciting opportunity for a Visitor Engagement Volunteer to join our team, based on our unique floating Visitor Village at Brockholes Nature Reserve. This role is all about connecting our visitors to nature and ensuring they have a great day out!

What is a Visitor Engagement Volunteer?

Our Visitor Engagement Volunteer Team are based on our floating Visitor Village at Brockholes Nature Reserve and have an essential role to play in providing a warm welcome to all our visitors. You will help our visitors to plan their day and get the most out of their visit.

You will share your enthusiasm for the reserve, our wildlife and our conservation work with our visitors and promote the work of Lancashire Wildlife Trust, along with promoting all that Brockholes has to offer.

What's in it for you?

This role will provide you with:

- An opportunity to gain valuable experience at a high profile nature reserve and visitor attraction.
- An opportunity to gain new skills or put your existing skills to use.
- Experience of working as part of a dedicated team with staff and other volunteers and support the work of Lancashire's leading conservation charity.
- An opportunity to meet new people
- Free car parking

On completion of your induction you'll also get:

- Access to our LWT Internal job vacancies
- Access to LWT training courses which generally cover a wide range of natural history and habitat management topics, along with more role specific training as opportunities arise, Volunteer Conferences and meetings.
- 10% discount in The Nest Gift Shop at Brockholes on the day that you are volunteering
- 10% discount in The Restaurant at Brockholes on the day that you are volunteering
- Invitations to social events for Brockholes volunteers or as part of the wider trust
- 20% discount at Cotswold Outdoors
- A Brockholes Uniform and name badge

What's Involved?

- Carrying out pre-opening and closing checks in the Welcome Centre and on the Visitor Village.
- Actively engaging with all visitors to Brockholes, sharing your enthusiasm for the reserve and our wildlife. Promote the work of Lancashire Wildlife Trust, support our membership team and raise awareness of LWT Membership.
- Provide advice and information to our visitors to enable them to get the most out of their visit and enhance their overall experience at Brockholes. Make suggestions of things to do and promote our programme of events.
- Handle visitor management issues in a polite, sensitive and confident manner e.g. explaining our no dogs policy, challenging smoking in none smoking areas and assisting visitors with car parking enquiries.
- Talk about volunteering and the roles we have available at Brockholes and with the wider trust. Encourage people to consider volunteering with us.
- Check in contractors, deliveries and visitors with appointments with members of the Brockholes team.
- Actively promote Brockholes as a Wedding and Party venue, Conference Facility and special events venue and handle all initial enquiries in the Welcome Centre.
- Ensure that display areas and notice boards are up to date and tidy and the Welcome Centre is stocked with leaflets and information as required.
- Given the nature of our operation at Brockholes, we may, from time to time, ask you to assist us with tasks other than those listed above. This may include helping out in emergency or "out of the ordinary" situations or during very busy periods or when we have a shortage of volunteers in a particular area.
- Keeping up to date with information about Brockholes and our operation by reading weekly team brief minutes, email communications, volunteer notice boards and by attending volunteer meetings.
- Say hello and provide our visitors with information and assistance whenever you can!

This role will suit people who

- Are confident talking to and assisting our diverse visitor profile from corporate conference delegates and wedding guests to photographers and nature enthusiasts, families with children and the ladies that lunch!
- Have a passion for wildlife and the outdoors (you don't need to be an expert though!)

- Are people people and can engage our visitors with nature and make everyone feel welcome.
- Have a flexible approach to their role with a can do attitude.
- Following a period of induction and training are able to carry out their role with minimal supervision.
- Are reliable and punctual

Extra information

Your place	Brockholes Nature Reserve, Preston New Road, Preston, Lancashire PR5 0AG
Time commitment	Morning (9.30am – 1.30pm) and Afternoon (1.30pm – 5.30pm) sessions are available. There are opportunities for flexible/ad hoc or more regular volunteering. We are currently only recruiting volunteers who are available to volunteer at weekends or to continue with Monday to Friday volunteering during the school holiday periods.
Brockholes Volunteer Manager	Sarah Leach (Events & Communications Manager) 01772 872003 Sarah.leach@brockholes.org
Brockholes Staff Contact (if different)	Your supervisor will be Sarah Leach (Events & Communications Manager) 01772 872003 Sarah.leach@brockholes.org
Training/Resources	Brockholes Volunteer Programme LWT Volunteer Programme LWT membership training Uniform and badge provided
Expenses	Out-of-pocket travel costs between home and volunteering place will be paid up to a maximum of £4 per day, and other reasonable expenses agreed in advance
How to apply for this role	Register your interest at www.lancswt.org.uk/volunteer We will then be in contact to arrange a time for you to come and meet us at Brockholes and learn more about the role. We will ask you to bring along details of two referees. If you wish to have an informal chat over the phone please contact us on 01772 87200 and ask to speak to Sarah or Brian.
Additional Requirements	You will be required to wear the uniform provided along with black trousers, tailored shorts or a black skirt which you will need to provide. You will be based at the Welcome Centre, but may be required to carry out this role from other locations on the Visitor Village or Reserve.

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract

