

**VOLUNTEER ROLE
DESCRIPTON**

VISITOR ENGAGEMENT



Zoological Society of East Anglia
Zsea

Purpose of role	To support us in achieving our charitable aims by engaging with our visitors about the work we do
Available Days/Hours	Africa Alive!: Monday – Sunday between 10am – 4pm (6pm July/Aug) This is a seasonal role available between March and October
General tasks (Intended as a guide only and is not a definitive list)	<ul style="list-style-type: none"> • Assisting education staff with public animal handling (cockroaches, millipedes etc.) at busy times • Engaging with visitors through the use of objects and our interactive Investigation Stations • To provide a point of contact for visitors in the Discovery Centre • Deliver ‘mini’ tours to small groups of guests • Manning our Lemur Encounters exhibit ensuring that visitors have a positive and fulfilling experience whilst ensuring the welfare of animals within the exhibit
Personal specification	<ul style="list-style-type: none"> • Outgoing with excellent communication skills • Likes animals and people • Passionate about wildlife and conservation • Ability to follow instructions • Flexible • Team player • A sense of humour • Self-motivated • A willingness to get ‘stuck in’
What we offer	<ul style="list-style-type: none"> • Training relevant to the role • Uniform (deposit required) • Travel expenses, up to £5 per day • Personal protective equipment where required
Please note	<ul style="list-style-type: none"> • Volunteers must be at least 18 years of age • Volunteering is not the same as a work experience placement • Whilst volunteers are free to apply for jobs if they become available volunteering does not guarantee you a job