

Living Collections Volunteers

Reporting to Animal Team Leader or Animal Section Volunteer Liaison

The Living Collections department is looking for enthusiastic and willing volunteers to perform a range of tasks in support of our five Animal Teams at RZSS Edinburgh Zoo (Birds; Hoofstock & Primates; Carnivores; Presentations; Budongo Trail & Living Links). Volunteers will be assigned to join one of these teams. Tasks will vary between each team, and throughout the year, but will primarily involve assisting our Animal Teams and ensuring our visitors have a memorable and enjoyable experience, particularly within some of our walkthrough exhibits.

Living Collections Volunteers Specific Duties:

Following training, volunteers will be able to:

- **Engage with our visitors:** Volunteers will chat to visitors about different species, tell our visitors about our important conservation work and also be able to answer any general questions about RZSS and Edinburgh Zoo. They will be able to point out any interesting animal behaviours and discuss the individuals and group dynamics within and between the different species, particularly within our walkthrough exhibits.
- **Ensure our visitors adhere to health & safety precautions:** Volunteers stationed at walkthroughs will ensure visitors use handwash (where appropriate), close walkthrough doors and remain on the pathways. Volunteers will also ensure that visitors are respectful towards the animals and that both visitors and animals are safe at all times.
- **Ensure our visitors get the best possible experience at animal exhibits:** Volunteers will clean windows, sweep paths, and clean interpretive signs at animal exhibits. They will also be encouraged to take ownership for the reporting of suboptimal public facing areas of exhibits.
- **Provide support within animal enclosures:** Volunteers will occasionally be able to enter some animal exhibits under supervision to assist with tasks such as weeding.
- **Perform basic animal behaviour monitoring:** Volunteers will occasionally be able to support their Animal Team by being on hand to observe animal behaviour over an extended period, for example, after a new animal is introduced, or when young animals require additional observation.
- **Other activities:** Volunteers will occasionally be able to support the team in other unusual ways and have the opportunity to assist with other RZSS events as and when they occur. Additional training would be provided as necessary.

Living Collections Volunteer Role:

- Volunteers will attend an induction and will receive specific training for the role
- Volunteers will report to the Living Collections staff members when on duty
- All volunteers accepted into this role will be required to complete a **Basic Disclosure** check

Living Collections Volunteer Specification

We are looking for volunteers with the following skills and attributes, in order for them to complete their duties effectively:

- Aged 18 or over
- Friendly, outgoing and self-confident
- Good communication skills
- Good team working skills, and able to act on instructions
- Keen interest in animals and conservation
- Keen to learn and stay informed
- Reliability and regular attendance – we would hope volunteers are able to make a regular commitment to allow us to plan activities and tasks
- Flexibility – volunteers may be asked to complete different tasks each time they are on duty
- This volunteer role will involve being stationed outdoors, in all seasons, and can involve long periods of standing so volunteers should be prepared for this*

Living Collections Volunteer Benefits:

- Opportunity to assist the Living Collections department therefore helping us achieve our charitable objective of delivering conservation
- Opportunity to help provide our visitors with an exceptional experience whilst visiting the zoo

General RZSS Volunteer Benefits:

- Opportunity to be involved in an international conservation charity
- Chance to contribute to a team of like-minded people
- Free access to RZSS Edinburgh Zoo and Highland Wildlife Park
- Free car park pass for RZSS Edinburgh Zoo
- Tea/coffee/water provided/available whilst on duty
- Discounts in RZSS catering outlets
- Invitation to social events
- Free attendance to relevant RZSS educational talks for training purposes

Please note:

- All our volunteers should ensure that their tetanus inoculations are up to date.
- Volunteers are entitled to claim travel expenses, if they wish, for travel to and from duty days and training sessions.

**** Whilst we do welcome volunteers of all abilities and needs, please let us know if you do have special needs that we should be aware of.***