

## Living Collections Volunteers

Reporting to the Volunteer Coordinator and Living Collections Staff

Our Living Collections Volunteers help ensure our visitors have an enjoyable and educational experience at Edinburgh Zoo. They are mainly stationed in various locations across the zoo to provide information to our visitors about our amazing animal collection, and to ensure that our visitors and animals have the best possible experience. They pass on animal facts, provide directions, facilitate learning in a fun way and help spread our conservation message, whilst also ensuring that visitors adhere to any health and safety precautions within exhibits. Living Collections Volunteers also provide additional activities for our visitors and may assist our keepers in different ways, such as basic animal monitoring and collecting browse.

### Living Collections Volunteer Specific Duties

Following training, volunteers will mainly assist with the following activities:

- **Exhibit interpretation:** Volunteers are placed at key exhibits, including many of our walkthroughs, to chat to visitors, help them spot the animals and answer questions. Volunteers will also be on hand to ensure visitors adhere to any health & safety precautions.
- **Touch tables:** These display a range of biofacts including skins and skulls for handling.
- **Brass rubbing:** Supervising the brass rubbing table in the Rhino House, the proceeds of which go towards our conservation projects.
- **Daily events:** Assisting our keepers and presenters with our daily Penguin Parade and Meet the Insects encounters (please note that animal contact is minimal, this volunteer role is focussed on the visitor's experience).
- **Other activities:** Roaming out and about in the park. Volunteers may also have the opportunity to assist with basic animal monitoring and some practical activities supporting our animal keepers, such as collecting browse to supplement animal diets or cleaning windows.
- **Assisting with events:** All RZSS volunteers have the opportunity to assist with relevant extra events as and when they occur, such as our adult-only evening events, animal awareness events and phobia workshops. Extra training will 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 either the Volunteer Coordinator or 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 educate our visitors about our important work and animal collection and assisting our keepers, therefore helping us achieve our conservation and education charitable objectives
- 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.***