**EVENT VOLUNTEERS**

ROLE SPECIFICATION

**Reporting to the Events and Experiences Manager**

Volunteers are an important part of the team helping us to ensure that guests have a great experience at events. They provide a friendly welcome and answers to visitors’ questions as well as delivering excellent customer service. At present, we are particularly seeking volunteers to assist with:

* Pop up science events for Edinburgh International Science Festival from 1st – 14th April. Volunteers will be needed from 10am – 3:30pm for as many of the days as possible.
* Zoo Nights events on 26th May & 2nd, 9th and 23rd June. Volunteers will be needed 3pm – 11pm. Volunteers will be needed for as many of the dates as possible.

Event Volunteer Specific Duties:

We have 2 different types of event volunteers that we are looking for.

**1. General Events volunteers**

Following basic training, event volunteers carry out activities as detailed below:

* Roaming: being out and about in the park, giving directions, answering questions.
* Events activities: Helping with activities such as the silent disco, photo opportunities, face painting, fairground games.
* Lecture theatre: managing seating in the lecture theatre for performances, running numbers for capacity.
* Front of house:handing out maps, giving out information, checking tickets, managing crowds and flow of people.
* Other tasks as required at the event.
* Set up before the event starts and take down afterwards.

**2. Science communication volunteers**

Following basic training, science communication volunteers carry out activities as detailed below in addition to the general events volunteer activities:

* Encouraging guests to engage with the scientific activities.
* Helping the experts put across scientific messages to the public by running a science station.

**Event Volunteer Role:**

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

**EVENT VOLUNTEER SPECIFICATION:**

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

* A keen interest in events and/or science communication
* Friendly, outgoing and self-confident
* Good communication skills in talking to the public and staff
* Ability to engage effectively with people
* Reliability and regular attendance
* Excellent understanding of working together, and taking / acting on instructions
* Keen to learn and stay informed
* Excellent understanding of quality customer service
* Good degree of fitness. Activities are mostly done on foot/standing up and volunteers may be required to undertake lifting. Some of the positions will be based outdoors. Remember the zoo is on a steep hill.
* Aged 18 or over
* We require you to volunteer for at least two of the events.

**Event Volunteer Benefits:**

* Opportunity to assist our Events team and gain experience in helping to run events and/or science communication
* Opportunity to help ensure visitors to our events have an exceptional experience
* Fun!

**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 parking 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:**

You will be asked to attend:

* An informal interview on either the 15th or 16th March
* An afternoon training session for those volunteering for Zoo Nights (date in May tbc)

Volunteers are entitled to claim travel expenses (public transport) if they wish for travel to and from events and training sessions.

Volunteers need to complete a Basic Disclosure as soon as possible after confirmation that they have the position and this will be reimbursed by RZSS Edinburgh Zoo.

Other volunteering opportunities are also available for later in the year.

**Apply by: Applications must be in by Tuesday 7th March.**