

Lantern Ambassador Volunteers

Reports to	Volunteer Coordinator and daily Duty Manager
Role	The Lantern Ambassador Volunteers will enhance the visitor experience during the 2018/19 festival through public engagement, way finding and positive experiences. These front facing volunteers help ensure our visitors have an enjoyable and educational experience at the Giant Lanterns of China at Edinburgh Zoo.
Duties	<p>The main role of the volunteers is to ensure visitors enjoy their time at The Giant Lanterns of China:</p> <ul style="list-style-type: none"> • This is an external active role, walking around the zoo in pairs of an evening to ensure visitors have a valuable experience. • Volunteers will be walking points of information for the visitors. • Volunteers are encouraged to ask questions that are aimed to help people discover more about the exhibition, the myths and legends, and the key conservation messages. • Report any issues to Event Marshalls and the Duty Manager.
Person Specification	<p>You will need to be:</p> <ul style="list-style-type: none"> • Over 18. • Friendly, outgoing and confident with people of all ages. • You will be positive and confident in dealing with a wide range of people and personalities. • Reliable and flexible with role and timings.
Commitment	<ul style="list-style-type: none"> • Volunteers will start on the 16th of November, the last date of this event is the 17th of February. Exhibit nights are mostly Friday, Saturday and Sunday, except for holidays. • Volunteer evening shift times 16:30 – 21:00 to allow for a daily briefing before event start time at 16:45. • It is hoped that volunteers will be able to commit to one evening every one or two weeks for the duration of the event.
Support, Training, and Uniform	Volunteers will attend an event specific induction. No specific training is needed for the role, but full information will be given related to the exhibition. All volunteers accepted into this role will be required to complete a Basic Disclosure check. Volunteers will also attend Lantern briefings with all staff and volunteers. Volunteers will be supplied with access to a bank of outdoor wear including fleeces, raincoats and branded high visibility vests but will be expected to dress appropriately for the Scottish winter weather.
Location	Volunteers can be found in one of three sections of The Giant Lanterns of China, and in the Information Hut at the entrance to the experience.

** 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.*