

Public Engagement Volunteers

Reports to	Volunteer Coordinator or Discovery and Learning Member of Staff
Role	The Public Engagement Volunteers will enhance the visitor experience during visits to EZ through public engagement, craft, and creativity. They help ensure our visitors have an enjoyable and educational experience. This is done as they facilitate learning in a fun way and help spread our conservation message.
Duties	<p>The main role of the volunteers is to ensure visitors enjoy their time at Edinburgh Zoo:</p> <ul style="list-style-type: none"> • This is an external active role, walking around the zoo to ensure visitors have a valuable experience. • Volunteers will be placed at some animal exhibits, including walkthroughs, to chat to visitors and help them learn about the zoo as a conservation charity. • Volunteers will be walking points of information and assist visitors with wayfinding at key areas around the zoo and pointing out the animals. • Volunteers are encouraged to ask questions that are aimed to help visitors discover more about the exhibits, explore the trails around the zoo, and learn about the key conservation messages. • Volunteers will deliver Public Engagement activities, and one-off value-added events. This may include fundraising activities, or even through live interpretation by dressing up as one of our mascots. • Volunteers will run the discovery dens, a series of tables around the zoo to encourage the public to understand conservation issues through informal learning. This is done with biofacts, interpretation, and themed games. • Volunteers may also help keepers in other ways, such as creating enrichment, animal observations, and window washing. • Volunteers will have the opportunity to assist with other events held by RZSS. • Volunteers are asked to report any issues to the Volunteer Coordinator.
Person Specification	<p>You will need to be:</p> <ul style="list-style-type: none"> • 18 or over. • You will be friendly, positive, outgoing and confident in dealing with a wide range of people and personalities. • Reliable and flexible with role and timings. • Interested in animals and conservation.
Commitment	<ul style="list-style-type: none"> • We hope that volunteers will be able to commit to at least two days a month. • Volunteer shift times start at 10:30, and end an hour before the zoo closes.
Support, Training, and Uniform	Volunteers will attend an induction and any training needed for the role. All volunteers accepted into this role will be required to complete a Basic Disclosure check. A volunteer uniform (polo shirt and jumper) and, a name badge will be provided following an induction. There will be a Volunteer Coordinator or an alternative member of staff on site every day to provide support to the Public Engagement Volunteers.
Location	Edinburgh Zoo, Edinburgh EH12 6TS.

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