

Lantern Discovery Volunteers

Reports to	Daily Duty Manager and Volunteer coordinator
Role	The Lantern Discovery Volunteers will enhance the visitor experience during the 2019/2020 festival through public engagement, craft, creativity, way finding and positive experiences. They help ensure our visitors have an enjoyable and educational experience at the Giant Lanterns event at Edinburgh Zoo. Lantern Discovery Volunteers are stationed in the activities hut undertaking craft and lantern related activities with visitors. Volunteers are also encouraged to explore the route and assist with guest queries throughout the event (this element is optional and subject to volunteer availability).
Duties	<p>The main role of Lantern Discovery volunteers will be to assist visitors with craft activities during the Giant Lanterns event from an activity hut. The role will involve assisting with the following activities:</p> <ul style="list-style-type: none"> • Activities include making paper lanterns and any other fundraising and educational activities developed throughout the event. • Encourage participation with a series of self-led activities. • Ask questions that are aimed to help guests discover more about the exhibition and the key conservation messages. • Fundraising: all these activities suggest visitors to give a donation, however our first priority is focused on the visitor experience. • This is partly an external active role, walking around the zoo in pairs of an evening to ensure visitors have a valuable experience. (Optional) • Volunteers will be walking points of information for the visitors, sharing key information about the Zoo and the event.
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. • Patient and enthusiastic about public engagement and crafts. • Reliable and flexible with role and timings.
Commitment	<ul style="list-style-type: none"> • The event runs from 14th November, to 26th January 2020 on selected evenings. Volunteers are asked to sign up and commit to one evening or day every one or two weeks for the duration of the event. • Volunteer evening shift times 16:30 – 21:00. Volunteers will have the support of the event Duty Manager who will check in with volunteers during each event. • There will be availability to open the activities throughout the day during the core hours (11:00 – 14:00) especially on a weekend.
Support, Training, and Uniform	Volunteers will be required to attend an event specific induction which will detail key information about the role and the event. 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.

** 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.*