

## Events Volunteers

<b>Reports to</b>	Event Duty Manager and Community & Discovery Programme Manager
<b>Role</b>	The Event Volunteers will enhance the visitor experience during Zoo Events through public engagement, craft, creativity, way finding and positive experiences. They help ensure our visitors have an enjoyable and educational experience at Edinburgh Zoo. They can be stationed both indoors and outdoors, depending on the needs of the Events team.
<b>Duties</b>	<p>The main role of the volunteers is to enable visitors to take part in activities during a Zoo event through various activities, depending on the event:</p> <ul style="list-style-type: none"> <li>• Activities include making crafts and any other fundraising and educational activities developed throughout the event.</li> <li>• Volunteers are encouraged to ask questions that are aimed to help people discover more about the exhibits, explore the trails around the zoo more about the exhibition and the key conservation messages.</li> <li>• This can be an outdoor active role, walking around the zoo during an evening to ensure visitors have a valuable experience.</li> <li>• Volunteers will be walking points of information for the visitors and assist visitors with wayfinding at key areas around the zoo.</li> <li>• Any issues should be reported to Event Marshalls and the Duty Manager.</li> </ul>
<b>Person Specification</b>	<p>You will need to be:</p> <ul style="list-style-type: none"> <li>• Aged 18 or over.</li> <li>• 1 month experience as a Public Engagement volunteering or applicable external experience</li> <li>• Friendly, outgoing, positive and confident with dealing with a wide range of people and personalities.</li> <li>• Patient and enthusiastic about public engagement and crafts.</li> <li>• Reliable and flexible with role and timings.</li> <li>• Excellent communication skills to help people build connections with nature.</li> <li>• Keen to learn and stay informed</li> <li>• Able to work outside and inside for long periods of activity</li> </ul>
<b>Commitment</b>	<ul style="list-style-type: none"> <li>• Volunteer shifts may vary in start times and length due to the nature of the event. It may also include early mornings or evenings.</li> <li>• It is hoped that volunteers will be able to commit to one <b>evening or day</b> every one or two weeks for the duration of the event.</li> </ul>
<b>Support, Training, and Uniform</b>	Volunteers will attend an event specific induction. No specific training is needed for the role, but full information will be given related to all activities where needed. All volunteers accepted into this role will be required to complete a <b>Basic Disclosure</b> check. If the event takes place outdoors the 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.*