

Dalby Forest Arts Volunteers: Visitor Feedback



Dalby Arts Volunteers

Dalby Forest is one of Forestry England's leading visitor facilities and attracts approximately 400,000 visitors each year.

Customers typically visit Dalby to enjoy the facilities and activities we offer including: play areas, cycle trails, walking trails, Go Ape, Forest Segway, concerts, school visits, cycle events, Christmas tree sales, orienteering, picnic areas and other recreational events.

Dalby Forest has an arts strategy that aims for Dalby to become a destination of high quality arts activities. The new arts programme is attracting a range of artists' installations and exhibitions being displayed in Dalby Forest.

We are looking for keen volunteers to provide assistance to understand what visitors think of the art at Dalby Forest, and what we can do to build on our work so far.

What you'll bring to the role

To work as an Arts Volunteer you need to be a friendly, approachable person who thrives on working on a busy, visitor focused site. You will enjoy talking to visitors and make them feel at ease talking to you about their visitor experience. You'll be comfortable approaching visitors and open to learning about what they think of our arts provision and how it can be improved / built upon. Your passion for the forest and the arts will inspire our visitors to enjoy Dalby and want to return to discover more.

What's in it for you

You will be working with a friendly and approachable team who will help you find your feet and get the most out of your time volunteering at Dalby.

This role offers the opportunity to develop customer service skills, face to face communications and build confidence in dealing with the public.

What we ask of you

We are looking for volunteer support to gather visitor feedback at a number of art exhibitions in the Courtyard of Dalby Forest, and occasional outdoor exhibitions. A shift will normally start at 10am and finish at 4pm with a 30 minute lunch break, however these hours are flexible and can easily be reduced to half days. There is no minimum commitment. We are looking for individuals who would feel comfortable approaching visitors to our exhibitions to complete feedback / evaluation forms - this can often involve asking the visitors questions and writing the answers down for them so that the exchange can feel more like a natural conversation.

What you can expect from us

We will provide full training for the Arts Volunteer role. This will include an induction to the visitor centre and wider site including site familiarisation. We will provide volunteer uniform and any PPE required for the role. Entry to the forest is free when volunteering. As a thank you to our volunteers we offer a year's free parking at Dalby once you have completed 35 volunteer hours.

What's involved - main duties

- Welcoming visitors in and around the arts exhibition
- Helping visitors to complete survey forms
- Communicating with visitors in a friendly and confident manner
- Offering advice to visitors about what's on offer at Dalby e.g. walking trails, cycle trails
- Reporting back to the Arts Coordinator on visitor feedback

How to apply

For an informal chat about the role please email layla.khoo@forestryengland.uk. We can discuss the detail of the role and go through the application form. Once the forms are completed we will arrange an initial trial day and induction.

Access

This role is fully accessible for wheelchairs, with accessible toilets nearby for the invigilation of the indoor exhibition.