

Volunteer Role Description

Volunteer shuttle driver

Westonbirt's historic Victorian landscape and internationally important tree and shrub collection is managed by the Forestry Commission and attracts thousands of visitors each year.

Onsite transport is a new addition to our customer care service, with volunteer drivers becoming a key element in our visitor services team. This busy and fulfilling role helps visitors to make the most of their time with us by enabling the less mobile to have better access to the Old Arboretum, as well as central facilities such as the Westonbirt shop and restaurant.

When

The service runs 4 days per week (Tuesday, Thursday, Saturday and Sunday) from 10am-4pm (with a break over the winter period) and we ask our volunteers for a minimum of one half-day per week 9.30am-1pm or 1-4.30pm.

What's involved?

- ✧ Driving along pre-determined routes to help less mobile visitors gain access to the arboretum and its facilities.
- ✧ Communicating confidently with people.
- ✧ Helping passengers on and off the vehicle, loading/unloading wheel chairs.
- ✧ Advising passengers on seasonal highlights, trail routes, events and answering queries.
- ✧ Promoting Friends of Westonbirt Arboretum membership.
- ✧ Performing daily checks on the vehicle and ensuring it is properly stored at the day's end.
- ✧ Keeping the vehicle clean and tidy and ensuring proper use by passengers.
- ✧ Staying calm and focused when dealing with lots of people during peak periods.

We'd like you to be...

- ✧ A people-person with a warm, welcoming style who can communicate with all kinds of visitors and be understanding of their various requirements.
- ✧ Reliable, positive, patient, and keen to share your enthusiasm for the arboretum with others.
- ✧ An experienced driver who holds a full, clean UK driving licence.

We will

- ✧ Provide comprehensive training followed by a number of supported drives.
- ✧ Provide you with an on-site radio for communication.
- ✧ Pay a contribution to the cost of volunteering travel.

After a short break over winter, we are hoping to resume the shuttle service from March 2019, with training for new shuttle drivers taking place early in the new year. Please register your interest to be included in this next round of training.

Please send your application to us

Either via email to alice.chadwick@forestryengland.uk or by post to Alice Chadwick, Volunteer Coordinator, Westonbirt, The National Arboretum, Tetbury GL8 8QS

<https://www.forestryengland.uk/volunteering-westonbirt-the-national-arboretum>