

# Welcome Volunteer Description

**Name of Site / Venue: Delamere Forest**

**Date(s): To start April 2020**

## About us

Forestry England is a part of the government Department for Environment, Food and Rural Affairs (DEFRA) and is tasked with the sustainable management of the Public Forest Estate for timber, recreation and wildlife.

Central England Forest District (CEFD) manages the English public forest estate in the midlands and North West. This is a very significant area, from Milton Keynes in the south, to Hull in the east and the Mersey Belt in the North West.

The Public Forest Estate in CEFD amounts to approximately 29,000 hectares and the management of these areas is divided into 10 Forest Beats, each led by a Beat Forester with a small team of locally based staff. 200 plus woodland blocks make up this area. We are able to provide a unique range of benefits to a huge number of people - over 3 million visitors per annum.

## Role description

The primary role of the Welcome volunteer is to provide visitors with the information and services they need to make the most of their day out. This includes;

- Providing a friendly welcome to the forest
- Answering visitor questions and advising specific information appropriate to their needs on where to go and what to do
- Helping visitors to understand what Forestry England does
- Support the business management of our forest centres and surrounds by encouraging visitors to make repeat visits and purchase a Discovery Membership
- Provide a link between Forestry England staff and the visitors to the forest centre

## When?

We have allocated two shifts per day to cover the busiest visitor times. If you are able to offer a longer shift or could help at a different time in addition to the core time below, please let us know within your application. We are happy to discuss other arrangements but cannot promise to accommodate you outside of these hours.

**Date (s):** Monday - Sunday school holidays  
Saturday - Sunday term time

**Time:** 09.30am - 12.30pm or 12.00pm - 3.00pm

---

## What's involved?

Welcome volunteering is based at Delamere Forest Centre. The majority of your time will be spent outdoors around the main visitor welcome point.

Between April and July 2020 all of the welcome role will be based outside. Once the new visitor centre is completed welcome volunteers will also be expected to work some of their shift in the visitor information point. Whilst in the information point you may be expected to provide customer services and sell promotional material/visitor guides using electronic payment equipment.

Our aim is to provide visitor services every day except 25<sup>th</sup> December. **We hope to have at least two** volunteers on duty each day (dependent on the season) - this may be supplemented at busy times with additional volunteers.

The majority of Welcome volunteering is provided in and around the Visitor Centre and car parks, although there may be times when it's required elsewhere on-site dependent on need e.g. Forestry England events.

The primary duty of all welcome volunteers is to provide exemplary customer care to our visitors.

- Welcome visitors to the Forest with a smile and friendly greeting.
- Ensure onsite posters and notices are clear and visible to drivers and pedestrians.
- Answer customer enquiries and provide information to visitors about the Delamere Forest and Forestry England, where the trails start/end, how to pay for parking, what's on today in the forest
- Promote and sell Discovery Memberships and Forestry England resources/campaigns
- Communicate clearly with staff as car park starts filling or when overflow parking is required.
- Notify staff of issues with parking machines as soon as they occur
- Patrol and litter pick visitor centre and surrounds, check toilets, report issues to on duty staff
- Support staff during emergency procedures e.g. lost persons, first aid, site closures, forestry works

## We'd like you to

- Have a friendly personality and enjoy meeting people
- Be punctual for every shift
- Enjoy working as part of a team
- Have good communication skills
- Be reliable, patient and keen to share your enthusiasm
- Help share Forestry England's messages and information about Delamere Forest and the surroundings

---

## We will

- Provide a volunteer registration and induction prior to your first day (induction 27<sup>th</sup> March or 28<sup>th</sup> March)
- Provide appropriate training
- Provide support and briefing at the start of your shift
- Provide volunteer PPE as needed and a Volunteer t-shirt / name badge
- Provide you with appropriate communication tools and a volunteer mentor
- Provide you with free vehicle admission on your volunteer day

## Who to contact?

If you are interested in volunteering for this role please complete the application form and send to [delamere@forestryengland.uk](mailto:delamere@forestryengland.uk)

For more information about volunteering with Forestry England please visit [www.forestryengland.uk/volunteering](http://www.forestryengland.uk/volunteering)

**Thank you for considering volunteering with Forestry England**