
Volunteer Role Description

Welcome Information Volunteers

Westonbirt's historic Victorian landscape and internationally important tree and shrub collection is managed by Forestry England and attracts thousands of visitors each year - Welcome information point volunteers are a key element of our visitor services team in helping everyone to get the very best from their time with us. This busy, varied and fulfilling role welcomes visitors to the arboretum and helps them to enjoy a memorable day out.

When/Where

Information will be provided from inside the **Welcome Building** surrounding area (weather permitting) and will be in operation every day 10am-4.00pm, manned by a minimum of two volunteers at a time.

Shifts will be split and there will be the ability to take breaks during the shift:

- 10.00 am - 1.00 pm - morning shift
- pm - 4.00 pm - afternoon shift

If you would like to do a full day, please feel free to sign up to both the morning and afternoon shift.

What's involved?

- Providing excellent customer service in the Welcome Building and surrounding area (weather permitting).
- Advising seasonal highlights, trail routes, signature events, and answering queries.
- Issuing mobility scooters/wheelchairs safely to visitors, following our official issuing and training procedure. Receiving mobility scooters/wheelchairs and communicating any feedback/issues to the visitor services team.
- Promote the benefits of becoming a member of the Friends of Westonbirt Arboretum (FOWA) to support Westonbirt's 10-year vision.
- Encourage day visitors to sign-up to FOWA membership onsite, using a variety of methods including tablets.
- Communicating confidently with people both face-to-face and via on-site radio.
- Ensure visitor feedback, both positive and negative, is recorded and escalated through the appropriate channels
- Staying calm and focused when dealing with lots of people during peak periods.
- Answer the telephone when required to respond to customer queries.
- Discuss further ways to support Westonbirt Arboretum such as Support A Square, Leaves of Life and general donations.
- Be able to turn admission discount questions into positive membership conversions.

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- Direct all other membership queries to membership@fowa.org.uk .
- Support the Visitor Services team proactively, as appropriate.

We'd like you to be

- A proactive, people-person with a warm welcoming style who can communicate clearly with all kinds of visitors.
- Enjoy working outdoors and be reliable, positive, patient, and well-organised.
- Keen to share your enthusiasm for the arboretum with others.
- Able to commit to a minimum of 12 shifts per annum (you can of course do more if you have the time)

Please note that we are specifically looking for volunteers who are available to attend shifts at the weekend, which are usually the busiest days and are often when we have the most gaps in our rota.

Training Commitment

- Attend one full day induction session, date tbc
- Attend approximately 6 mentee sessions to be completed within the first 3 months
- Attend Welcome Building Volunteer Meetings, 3 half days per year

We will

- Provide role training, including - site knowledge, engaging with the public, issuing of mobility equipment, FOWA, procedures and systems, Health & Safety, and the learning family events programme for the year ahead.
- Provide volunteer uniform and name badge.
- Provide ongoing support onsite from both FE staff and the FoWA team.
- Ensure you are always with another volunteer
- Help you to complete the required Disclosure and Barring System checks (a basic DBS is required for this role).
- Pay a contribution to the cost of volunteering travel.