



## Volunteer Role Profile

<b>Title of Volunteer Role</b>	Carlton Marshes Wildlife Guide – Wildlife Guide (Level 2 - Wildlife Guide)
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<b>Purpose of role</b>  What will they be doing the majority of the time?	You will deliver an excellent visitor experience, giving a warm welcome to visitors in the viewing structures and at points of interest around Carlton Marshes nature reserve. You will share your passion and knowledge of wildlife and help visitors of all ages identify what they are seeing.
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<b>Key Tasks</b> What we want you to do?	<b>Key Skills</b> What we need you to have from day one?	<b>Resources / Training</b> What we will provide for each?
<p>Deliver an excellent visitor experience to every person visiting Carlton Marshes.</p> <p>Give a warm welcome to every visitor in accordance to the customer charter.</p> <p>Interpret and engage audiences of different ages and abilities on Carlton Marshes wildlife, history or geology to reflect Suffolk Wildlife Trust brand.</p> <p>Thank existing members for supporting us and encourage Suffolk Wildlife Trust membership.</p> <p>Answer any visitor questions, if you don't know the answer, say so.</p> <p>Interpret the key species and the work of Suffolk Wildlife Trust.</p> <p>Be flexible and adapt to where you are required.</p>	<p>Excellent communication skills and you love talking to people.</p> <p>The ability to start conversations with new visitors.</p> <p>Enthusiasm for wildlife, Carlton Marshes and Suffolk Wildlife Trust.</p> <p>Team working and working under your own initiative.</p> <p>A great sense of humour.</p> <p>Ability to handle difficult situations and conflict.</p> <p>Knowledge of wildlife, history, geology desired, although a keenness to learn is essential.</p>	<p>Induction</p> <p>Tour of site buildings</p> <p>Guided walk around the reserve</p> <p>Safeguarding training</p> <p>Customer care training</p> <p>Manual handling training</p> <p>Visitor experience and accessibility training</p>



<p>Ensure that you are wearing the correct clean and maintained Suffolk Wildlife Trust uniform, name badge and identification every time you volunteer.</p> <p>Ensure that you are informed of what is happening on the reserve.</p> <p>Ensure that health and safety procedures are followed at all times.</p> <p>Regular duties:</p> <ul style="list-style-type: none"> <li>• Sign in before your shift and sign out on departure.</li> <li>• Update sightings board in hides and reception.</li> <li>• Telephone wildlife sightings / issues back to Visitor Centre.</li> <li>• Proactively engage with visitors.</li> <li>• Show people the wildlife, history and geology when appropriate.</li> </ul> <p><b>Be ready to turn your hand to any challenge anywhere on the reserve.</b></p>		
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Note: This role will be line managed by the Learning Officers, however, on a day to day basis the role will be managed by the Duty Manager (e.g. Visitor Centre Manager, Catering Manager or Learning Officers).

This role will enable volunteers to progress in role, there are four levels:

Level 1: Wildlife Guide Key Species– Essential: An enthusiasm to learn about the reserve’s key species. The ability to open conversations, interpret key species and inspire a variety of people about the work of Suffolk Wildlife Trust.

Level 2: Wildlife Guide at viewpoints and in hides – Essential: Have a good knowledge of wildlife, with an excellent knowledge of the key species and birds seen at Carlton Marshes.

Level 3: Guided Walk Leader – Essential: Excellent knowledge of wildlife and or taxa the walk is based around.

Level 4: Personal 4x4 and Walk Guide – Essential: Excellent all-round knowledge and experience of the wildlife, cultural history and the reserve layout and access.



<b>Role Title:</b>	Carlton Marshes Wildlife Guide – Wildlife Guide (Level 2 - Wildlife Guide)
<b>Where:</b>	Carlton Marshes Visitor Centre, Carlton Colville
<b>When:</b>	Daily, 09:15-13:15 (4 hrs), 13:15-17:15 (4 hrs), 09:15-16:45 (6 hrs).
<b>Commitment:</b>	8 hours per month, minimum
<b>Why We Want You:</b>	<p>You'll be the face of Suffolk Wildlife Trust welcoming thousands of visitors to the reserve; inspiring everyone to connect with the heritage of the Broads National Park, the wild landscape and wildlife.</p> <p>You'll be an essential member of the team, giving a warm welcome to every visitor on you walk in accordance with our customer promise. You will inspire visitors of all ages about Carlton Marshes, inspiring and interpreting wildlife according to their needs.</p> <p>You will inspire people about the work we do, and talk about supporting our work by donating or joining the Trust as a member.</p> <p>You'll talk to visitors and recommend our shop products and talk about the food in our café and be ready to turn your hand to any challenge anywhere in the visitor centre.</p> <p>You'll need a passion for wildlife conservation and become actively involved with what is happening on the reserve before you start every shift.</p>
<b>What's In It For You:</b>	<p>The opportunity to become a Suffolk Wildlife Trust volunteer at its flagship nature reserve. You'll be delivering real results for conservations and inspiring generations to support nature conservation.</p> <p>You'll gain insight and knowledge about our conservation work from one of the most diverse and wildlife rich nature reserves in Suffolk.</p> <p>Suffolk Wildlife Trust is the county's nature charity – the only organisation dedicated wholly to safeguarding Suffolk's wildlife and countryside.</p>
<b>The Skills / Talents You'll Need:</b>	<p>You will be enthusiastic with a ready smile. You must have excellent verbal communication skills, love talking to people and can tell a good story.</p> <p>Experience and knowledge of birds, wildlife and the cultural heritage is important for this role. A good knowledge of species appropriate for the walk you are leading and a basic identification of the reserves' key species is essential. You don't need to be wildlife expert as additional training is always given - it's much more important that you are good with people and are willing to learn.</p> <p>You need a passion for Carlton Marshes and Suffolk Wildlife Trust. You need to be able to inspire and interpret wildlife and the cultural heritage to visitors of all ages and backgrounds, to families and large groups passing on your knowledge and expertise.</p>