



Volunteer Role Profile

Title of Volunteer Role	Carlton Marshes Wildlife Guide – Wildlife Guide (Level 3 - Guided Walk Leader)
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Purpose of role What will they be doing the majority of the time?	You will give an excellent visitor experience to the participants on your guided walk. You'll give a warm welcome to Carlton Marshes. You will share with them what's happening on the reserve and show them the delights of Carlton Marshes.
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Key Tasks What we want you to do?	Key Skills What we need you to have from day one?	Resources / Training 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 participant on your walk, 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 to non-members and pass any interested visitors onto the centre team (if you are not confident in this activity please speak to your line manager for training).</p> <p>Answer any visitor questions, if you don't know the answer find a Duty Manager or team member that can help.</p> <p>Follow a thematic walk, communicating key Suffolk Wildlife Trust messages.</p>	<p>Excellent communication skills and you love talking to people.</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 keep calm under pressure.</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>Buddy training with an existing volunteer</p> <p>Guided walk around the reserve</p> <p>Guided walk leader training</p> <p>Safeguarding training</p> <p>Customer care training</p> <p>Manual handling training</p> <p>Visitor experience and accessibility training</p>



<p>Flexible to adapt and change the walk according to the participant needs, their abilities, trail and weather conditions.</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"> • Sign in before your shift and sign out on departure. • Update sightings board in hides and reception. • Telephone wildlife sightings / issues back to Visitor Centre. • Engage with visitors during the walk. • Show people wildlife, history and geology when appropriate. • Regularly check guided walk attendee numbers. <p>Be ready to turn your hand to any challenge anywhere on the reserve.</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.



Role Title:	Carlton Marshes Wildlife Guide – Wildlife Guide (Level 3 - Guided Walk Leader)
Where:	Carlton Marshes Visitor Centre, Carlton Colville
When:	Daily, 05:30-09:30 (4hrs), 07:00-11:00 (4 hrs), 09:15-13:15 (4 hrs), 13:15-17:15 (4 hrs), 17:00-21:00 (4 hrs).
Commitment:	7.5 hours per month, minimum
Why We Want You:	<p>You'll be the face of Suffolk Wildlife Trust welcoming hundreds of visitors on guided walks to the reserve. Our warm welcome to customers is an essential part of the Carlton Marshes experience; 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>
What's In It For You:	<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>
The Skills / Talents You'll Need:	<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>