# NWT logo colour

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| **Role title** |
| Family Events and Visitor Engagement Volunteer (NWT Cley Marshes)  |
| **Purpose of your role** |
| * Assisting the Cley Engagement Officer / Engagement team during family events.
* Actively leading simple ‘hands on’ activities in our Education Centre during school holidays
* To actively engage with visitors at Cley to enhance their overall experience and enjoyment.
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| **Type of work you will be involved with** |
| * During school holidays and weekends actively lead craft sessions and activities for families in the Simon Aspinall Education Centre
* Assist with family sessions led by the Engagement Officer /Team
* Provide information about the facilities on offer at Cley and encourage people to visit all areas of the site including; visitor centre, café, Simon Aspinall Wildlife Education Centre, The Gallery and the reserve.
* Assisting visitors with the use of equipment (e.g. binoculars)
* Help increase visitor awareness of NWT including; conservation, education and events programme at the reserve.
* Assisting with customer care at the centre.
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| **Skills and abilities you will be using in your role** |
| * Friendly, enthusiastic and welcoming personality.
* Confidence to approach members of the public of all ages and the ability to communicate effectively.
* Ability to work with children of all ages
* Enthusiasm for wildlife and the natural world.
* Ability to lead small group events (training will be given)
* Knowledge of the work of NWT (training will be given)
* Flexibility to work throughout the Cley complex on a range of tasks and ability to use your own initiative to be busy and productive while there.
* The ability to work as part of a team and individually.
* Ability to multi-task at peak times
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| **You will be based at** |
| NWT Cley Marshes visitor centre complex. The centre is open 10am – 4pm November to February, 10am -5pm March to October. |
| **Times/days we would like you to be available**  |
| This is flexible but a minimum of two days per quarter .e.g. one weekend day and one school holiday event each quarter. Preferably one day a week in school holidays, as these are our busiest times of year.  |
| **Benefits to you** |
| * Working in a fabulous and unique location close to wildlife and nature.
* Opportunity to enhance and share knowledge about and passion for local wildlife.
* Develop skills in engagement, communication and customer service.
* Become a valued member of a professional team.
* Reimbursement of travel expenses.
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| **Your supervisor** :  |
| NWT Cley Marshes Engagement Officer |
| **Other key NWT relationships**  |
| Visitor Centre Manager, Visitor Centre Assistants, Catering Staff |
| **Notes/Special requirements** |
| As this role involves working with children a DBS check will be required. |