# 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. |
| **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. |
| **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 |
| **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. |