

## Recruitment Morning Invitation

We are creating a brand-new volunteer role at Westonbirt Arboretum, the Woodland Support Team. You can find details about the role below. If this sounds like it might be of interest, we would like to invite you to spend a morning with us on Saturday 29th June 2024 from 10am-12pm (approx). **To attend the recruitment morning please complete the form at this link: <https://forms.office.com/e/D5zfUxiBc2>**

### Closing date to sign-up to attend 15<sup>th</sup> June 2024

This session will equip you with everything you need to know about the role, the training programme and volunteering at Westonbirt Arboretum. It is important to attend this session in order for you to make an informed decision on whether you would like to apply to become a Woodland Support volunteer at Westonbirt, The National Arboretum.

After the recruitment morning, if you would like to apply to become a Woodland Support volunteer at Westonbirt Arboretum there will be a 2 day informative training programme, details are available in the recruitment morning sign-up form. **The 2 day formal training sessions are mandatory. It is important to understand at this stage whether you are able to commit to these dates before going further.**

## Volunteer Role Description

### Woodland Support 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 - the Woodland Support volunteer team will be a key element of our Visitor Services (VS) team in helping everyone to get the very best from their time with us. This busy, varied and active role supports visitors whilst they are out and about in the arboretum and will help them to enjoy a memorable day out.

### When/Where

This role will be a highly proactive roving role to provide support and information to visitors, primarily in Silkwood, but with possible extension to the Old Arboretum in the future. This role will be carried out in pairs at all times. Shifts will be split and there will be the ability to take breaks during the shift:

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

### What's involved?

- Walking all main routes and known busy areas in Silkwood, to be a visible assistance to visitors with daily site, trail information etc...
- Proactively engaging visitors with a warm hello and welcome to enhance their visitor experience.
- Proactively advising seasonal tree, flora and fauna highlights, directions, and answering general queries.
- Communicating confidently with VS Team via on site radio, and face-to-face with colleagues and visitors.
- Support the VS team as appropriate, by observing visitors wellbeing and behaviour and adherence to site rules, in particular with regard to dog policy.
- Reporting any incidents, including but not limited to: dog incidents/issues; first aid; lost persons; infrastructure/woodland damage.
- Staying calm and focused if dealing with visitors who require support, whilst waiting for support from VS.

- Ensure visitor feedback, both positive and negative, is recorded and escalated appropriately.
- Covering large areas of Silk Wood on foot (or mobility scooter) in all weathers
- Litter picking.

### We'd like you to be

- A proactive, people-person with a warm welcoming style who can communicate with all kinds of visitors in an inclusive manner.
- Enjoy working outdoors (in all weathers) and be reliable, positive, patient.
- Keen to share your enthusiasm (we are not looking for experts) for the arboretum with others.

### We will

- Provide role training, including - site knowledge, engaging with the public, procedures and systems, site rules and Dog Policy, Health & Safety, dealing with incidents, FoWA membership, radio use and protocol.
- Provide volunteer uniform and name badge.
- Provide ongoing support onsite from FE staff, including daily briefing.
- Ensure you are always with another volunteer.
- Pay a contribution to the cost of volunteering travel.

Please sign-up to attend our recruitment morning: <https://forms.office.com/e/D5zfUxiBc2>

If you have any questions before the recruitment morning you can either email [volunteer.westonbirt@forestryengland.uk](mailto:volunteer.westonbirt@forestryengland.uk) OR call us on 0300 067 4286