

Volunteer Activity Profile

Role: Guide Sweeper

Westonbirt is a leading attraction in the South West with over 370,000 annual visitors. Guided Walks have become a well established part of the events calendar, and are a popular way of finding out more about the Arboretum's heritage, tree collection and management. The Sweeper role supports Guides leading walks around the Arboretum during all its wonderful seasons, and if wished could lead to further training to become a qualified Guide.

Closing date for applications: Monday 5 March 2012

Open morning: Wednesday 22 February 2012 10.00am-1.00pm, an opportunity to chat to volunteer Guides

Training date: Monday 12 March 2012

Advantages of the role

By being part of the Westonbirt team you will be representing the National Arboretum in delivering a professional, first class service. Sharing your enthusiasm will help visitors to enjoy and make the most of their day. Being in the company of like-minded people will bring opportunities for new friendships, plus the chance to increase your knowledge and understanding of Westonbirt.

Essential skills & qualities

- Welcoming, patient, and skilled in communicating with visitors.
- Enthusiastic with a positive attitude.
- Committed and reliable.
- Helpful and considerate towards other team members.
- Willing to learn and attend training.

Tasks involved

- Supporting Guides undertaking walks around the Old Arboretum and Silk Wood.
- Helping visiting parties to enjoy their walk, acting as 'backstop' to keep them together.
- Communicating confidently using the radio, and issuing feedback forms at the end of the walk.

Location, welfare & safety

Parties will gather at the Great Oak Hall for the start of their walk.

- Walking on and off mainly level paths in the Arboretum in ALL weather conditions.
- Drinks and biscuits provided for volunteers, mileage expenses may be claimed at 16p per mile to a maximum of £5.12 per day (from April 2012).
- A Duty Manager will always be on site during walks; a radio will be carried for communication.

Commitment & frequency of activity

The average duration of walks is approximately 1½-2 hours. There are different types of walks that run throughout the year, mainly from April to the end of October. On average the commitment is 1-2 walks per month, this may rise during the busy autumn colour period.

Training required

The initial training day is scheduled for Monday 12 March 2012 from 10.00am – 4.30pm, and will include induction and Guide Sweeper training to inform everything you need to become an operational Sweeper. You will also be asked to attend Continuation Training to increase knowledge and facilitate feedback.

Clothing

Uniform will be issued once training is completed. Stout, comfortable footwear is recommended, as terrain may be uneven, rough and/or muddy; it is advisable to bring suitable clothing dependent on weather conditions.

Expectations

Westonbirt expects during your volunteering here that you:

- Commit to 1-2 duties per month, and attend 2 Continuation Training sessions per year to ensure skills are maintained, updated information is passed on, and that you have the opportunity to give feedback.
- Comply with Westonbirt's Code of Conduct, and Health and Safety procedures.

Role: Guide

Closing date for applications: Monday 5 March 2012

Open morning: Wednesday 22 February 2012 10.00am-1.00pm, an opportunity to chat to volunteer Guides

Training date: Monday 12 March 2012 initially with supported ongoing training until the programme is completed

Advantages of the role

Sharing your interest and knowledge will introduce visitors to the special qualities of the world famous Arboretum, and its rare and unique tree collection. There will be opportunities to seek and share specialist knowledge, and for additional research using Westonbirt's library and archive resources. Plus the chance to spend time with like-minded people and make new friends.

Essential skills & qualities

- Enthusiastic and passionate about Westonbirt.
- Ability to build confidence in clearly communicating to large groups of visitors.
- Willing to learn and enter into a training programme.
- Committed and reliable.
- Helpful and considerate towards other team members.

Tasks involved

- Leading parties of visitors around the Arboretum talking about associated and seasonal aspects. When the occasion arises, tailoring the walk to suit the specific preferences and needs of different groups.
- Answering visitor questions or advising where they may obtain the information.
- Promoting Westonbirt and its events.
- Promoting Friends' membership.

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The average duration of walks is approximately 1½-2 hours. There are different types of walks that run throughout the year, mostly from April to the end of October, on average the commitment is 1-2 walks per month, this may rise during the busy autumn colour period.

Training required

The initial training day is scheduled for Monday 12 March 2012 from 10.00am – 4.30pm, and will include induction and Guide Sweeper training, plus a series of ongoing training sessions with experienced Guides to enable you to complete the Guide training programme.

- The timescale for Guide training is dependent on the individual and generally takes approximately 6 months to complete.
- You will be asked to attend Continuation Training to increase knowledge and facilitate feedback.

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Westonbirt is an equal opportunities organisation