

Opportunity: As a Helpdesk Volunteer, you will be providing an information service about Devon Wildlife Trust (DWT) and wildlife in general for visitors and callers.

What the task involves:

The main aspect of the role is working on the Wildlife Helpdesk and depending on interest, there are some additional tasks including meeting and greeting visitors, research and blog writing.

- **Wildlife helpdesk:**

Providing information to the general public on wildlife, environmental and conservation issues. Enquiries will come in via email, telephone and face-to-face, and all enquiries need to be swiftly logged on the computer on our in-house Helpdesk Database, researched, and responded to. You are not expected to know the answers immediately! You will be expected to undertake independent research into topics such as species identification, planning issues, problem species and conservation management, and may need to access the knowledge of relevant staff. You may, on rare occasions, be dealing with sensitive or controversial issues and so a mature and confidential approach is necessary. Maintaining and updating wildlife information resources is also a part of this role.

- **Wildlife research:**

When not answering queries you will research popular wildlife species and create fact sheets to refer to which will help you and other helpdesk volunteers when answering queries.

Purpose:

To ensure that visitors or callers to the centre are provided with an excellent, accurate, professional and efficient service that is friendly and welcoming, to create the ideal first impression of DWT.

To provide an excellent wildlife information service to the public, not just to help with wildlife issues but also to raise the profile and awareness of DWT by heightening our reputation as a professional, knowledgeable and helpful charity, therefore encouraging membership and support of DWT.

Skills and abilities



<ul style="list-style-type: none"> • Most important of all, a friendly and helpful manner and excellent interpersonal skills are needed for greeting visitors and taking phone calls. • Knowledge of wildlife is advantageous but not essential, but a passion for wildlife is! • Good organisational skills and an ability to remain calm and polite even at busy times. • Prepared to give the DWT policy rather than personal opinion. • An enthusiasm for undertaking research, utilising various resources. • Must have good written communication skills (for email and letter responses). • Although this role will be provided with support and guidance where necessary, a willingness to work independently and unsupervised is essential. • Must be comfortable with using a computer. • Training will be provided.
<p>Where:</p>
<p>Visitor centre reception area, Cricklepit Mill, Exeter</p>
<p>When and how often:</p>
<p>We are recruiting one volunteer to cover three hours between 10 – 4pm Wednesday, Thursday or Friday, and would ideally like volunteers to choose a minimum of one morning or afternoon a week. Rota will be mutually agreed.</p>
<p>Who is the supervisor:</p>
<p>Your supervisor will be Rosie Govier, Communications Assistant for Devon Wildlife Trust. There will always be a member of staff available to support the volunteer.</p>
<p>Expenses/equipment available:</p>
<p>This is a voluntary post, but travel expenses to and from your place of volunteering will be reimbursed in line with DWT's policy and a training programme will be offered. Computers and landline telephone will be available. Books and resources available.</p>
<p>Health and Safety/ Risk Assessment</p>
<p>All Volunteer roles have been Risk Assessed for safety and will have a Health and Safety orientation tour on starting the role.</p>
<p>What's in it for the volunteer?</p>
<ul style="list-style-type: none"> • Most importantly, you will be providing an excellent service to the general public, as Helpdesk is an integral part of the aims that we, as a wildlife charity, hope to achieve. By helping both the general public and wildlife, this opportunity will be very rewarding. Responding to the enquiries can be very satisfying. • It will provide you with a fantastic chance to develop your own wildlife knowledge through research, and also provides a social aspect. • You will be left to work independently but with the knowledge that training will be given and support is always available if needed, and you will also get to liaise with other members of staff from DWT.
<p>How to apply</p>



Helpdesk Volunteer Role description - 2018



Because you will often be people's first experience of Devon Wildlife Trust, we have a slightly more detailed application procedure for this role.

Please send us a short explanation of why you would like to do the role and the relevance of any interests, skills or experience you may have. If you have a CV please feel free to include it. We will also ask for two referees.

If you're interested in becoming a Helpdesk Volunteer please email this information to rgovier@Devonwildlifetrust.org or send it by post to: F/A/O Rosie Govier, Devon Wildlife Trust, Cricklepit Mill, Commercial Road, Exeter EX2 4AB.

For questions or an informal chat about the role contact, Rosie Govier, Communications Assistant on 01392 260863



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