

# Welcome Volunteers Robinswood Hill



## Overview

We are looking to recruit a team of volunteers to support our team at our newly built welcome hub at Robinswood Hill.

**Position:** Welcome Volunteers-Robinswood Hill

**Where:** Robinswood Hill Country Park, Reservoir Road, Gloucester, GL4 6SX

**Start date:** From September 2020

**End date:** Not applicable

**Ideal commitment :** One shift a week. Our opening times are 10am-4pm. Volunteers can help all day or for 2-4 hour shifts

**Days required:** The hub is open Mondays – Fridays, 10am-4pm

**Expenses:** Travel (up to 40 miles)

## About Robinswood Hill

GWT has been working with the city council to create a fantastic countryside experience on the doorstep of Gloucester City. The Country Park has been recognised as a local nature reserve since 2003 and has held a Green Flag award since 2007, for its visitor facilities and wildlife. The Hill provides the perfect getaway from the city and is regularly used by the local community.

Robinswood Hill Country Park is owned by Gloucester City Council, while the welcome hub, café and community spaces are owned by Gloucestershire Wildlife Trust. The Trust's head office is also based here. The site is one of Gloucestershire Wildlife Trust's three Gateway Sites; sites which support the delivery of Gloucestershire Wildlife Trust's charitable objective of engaging and educating people about wildlife and heritage and to generate income to support our conservation activities.

Robinswood Hill is special for its wildlife, history, and geology:

- With traditional meadows and orchards rich in native wildlife, has along with native woodlands and wetland habitat, it is a wildlife oasis on the edge of the city.
- The Hill is steeped in history with flint flakes dating back to the Neolithic period. People have worked or lived on the hill since then. For a while the Robinswood held the reservoir for the city's water and also had military barracks
- Geologically the site is important (it is an outlier of the Cotswold Escarpment). In the past the site was quarried, this quarry is now a Site of Special Scientific Interest, displaying strata from the Jurassic period.

Visited regularly by people from the local community as well as visitors from further afield, the Robinswood Hill Redevelopment Project (ongoing and due for completion in September 2020) will be key in promoting the site's spectacular wildlife habitat, geological and human history. Working closely with Gloucester City Council, the hub will be the place to go to learn about the Hill's history, the work of Gloucestershire Wildlife Trust and to enjoy a cup of coffee or a bite to eat in our new café.

## About Gloucestershire Wildlife Trust

We are Gloucestershire Wildlife Trust – the largest membership organisation in the county dedicated to local wildlife. We own and manage more than 60 nature reserves across the county, all of which offer free access for visitors. 28,000 members in Gloucestershire support our work, with over 600 active volunteers who ensure our vital conservation work can be achieved.

**Our mission is a simple one** – to value nature. Our ambition is to restore, recreate and reconnect Gloucestershire's wild places. We want everyone in Gloucestershire to value, enjoy and share the

natural world. Our priorities are outlined in our Strategic Plan:

<http://www.gloucestershirewildlifetrust.co.uk/about-us/who-we-are/strategic-plan>

Our vision is ambitious, but we believe we can deliver it by:

- Creating bigger, better, more connected wild places where people and wildlife can thrive
- Inspiring more people and communities to take action for wildlife
- Leading on 'natural solutions'; championing the value of what wildlife can do for us
- Growing our resources, influence and reach to shape a strong, resilient organisation.

Gloucestershire Wildlife Trust manages over 2,500 acres of land, from wetlands in the Severn Vale and heathland in the Forest of Dean, to limestone grasslands in the Cotswolds and a large ancient woodland at Lower Woods in South Gloucestershire. In addition to our community programmes, we have a vibrant programme of work outside of our reserves, supporting farmers and landowners to deliver bigger, better and more connected landscapes where wildlife can thrive.

### **Role description**

We are looking for enthusiastic and passionate, individuals to help provide a warm welcome and hub of information for visitors to Robinswood Hill.

The roles will include:

- Providing a warm welcome to all visitors;
- Manning our welcome desk
- Acting as an information hub to help visitors understand and navigate the site (to include offering insights to the history and wildlife of the site);
- Providing information on Gloucestershire Wildlife Trust more generally, and suggesting ways in which visitors can get involved with or support the Trust's conservation work;
- Ensure the hub is kept tidy and organised;
- GWT has a Tramper. This is an all-terrain mobility scooter, which will allow visitors with mobility issues to explore the whole reserve. Our Welcome Volunteers would support staff in the hiring out and teaching new users how to operate the scooter;
- Offering broader information to help visitors enjoy the local area (e.g. transport information, accommodation suggestions, things to do and see locally);
- The visitor hub will be where visitors to GWT's head office will go to be signed in and out. Volunteers will be responsible for signing visitors in and out and contacting relevant staff. A phone and training will be given for this;
- Support our Return to the Hill project with community engagement activities, including handing out activities for families and supporting our memories research project;
- There may also be opportunities to help with public events and educational activities.

This is a great opportunity to volunteer in a unique setting, and help create a welcoming and inclusive visitor experience, which celebrates all that Robinswood Hill has to offer, reflecting the ethos and passion of Gloucestershire Wildlife Trust.

### **Equipment**

Gloucestershire Wildlife Trust will provide all other equipment and materials (i.e. information packs).

### **Skills and Knowledge**

Our volunteers are taken through an induction and training programme for this volunteer role, however we would like you to have the following skills and knowledge:

#### **Essential**

- You will have excellent communication skills and be able to create a friendly and welcoming atmosphere;
- Able to volunteer independently, there will be times when the volunteer will be required to work alone in the visitor hub. However, staff, will be onsite (next door) in the head office or café if support is required;

- Over 18

### **Desirable**

- Previous experience in a customer service or visitor interaction role;
- An interest in wildlife and/or history and communicating facts and stories to others;
- Knowledge of the specific wildlife and/or history at Robinswood Hill;

### **Training provided**

- Visitor hub training – what's there, how does it work, how you can interact with visitors, health and safety awareness;
- Visitor experience training – what can visitors do and see on the site and in the wider Gloucester area;
- Information on the Work of Gloucestershire Wildlife Trust, what we do, our mission and objectives;
- Robinswood Hill site specific information– the history of the site, wildlife facts and stories;
- Gloucestershire Wildlife Trust information;
- Training on using the Tramper all-terrain mobility scooter;
- Volunteer induction session and a designated supervisor to ensure you feel supported.

### **Covid-19**

GWT is dedicated to ensuring all its volunteers, members and staff are safe from exposure to Covid-19 at all of our reserves, buildings, visitor hubs, events and volunteer groups. We will ensure all appropriate PPE and measures are put in place so this volunteer role can be done safely.

### **Benefits**

We value all our volunteers and want to provide opportunities that will be enjoyed and make a positive difference to conservation. We will provide all visitor hub volunteers with:

- Appropriate training;
- Opportunities to make your mark - helping us to improve and create new visitor experiences;
- Volunteering for an organisation that puts Wildlife Conservation at its heart;
- Visitor and community engagement skills;
- A sense of pride for Robinswood Hill;
- Increasing your knowledge of wildlife and archaeology;
- An opportunity to volunteer in a unique location;
- Travel expenses up to a 40 mile trip at 35p per mile;
- The option to receive our monthly volunteer newsletter, attend our annual Volunteer Conference and 6 monthly volunteer forums;
- A reference for regular volunteers.

### **How to apply**

If you would like to volunteer for this role or have any questions please contact our Volunteer Coordinator, Donna Cavill.

[volunteering@gloucestershirewildlifetrust.co.uk](mailto:volunteering@gloucestershirewildlifetrust.co.uk)

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