# Volunteer Task Outline

**Task title:** Woodland Engagement Volunteer

**Location:** Heartwood Forest

**Time:** MVC activity from 1 day per week between April and September with other engagement activity taking place throughout the year

**Volunteer Manager:** George Lewis

| Task overview | The Woodland Trust is one of the UK’s leading conservation charities. We have over 500,000 members and supporters and more than 1,000 sites all over the UK. We believe life’s better with trees. We protect and campaign on behalf of the UK’s woods, plant more trees, and restore ancient woodland, for the benefit of wildlife and people.  
Heartwood is a vast, beautiful new forest which is a great place to visit with some amazing features. The thousands of new trees that have been planted along with the pockets of ancient woodland new wildflower meadows, a community orchard in the making, and fantastic wildlife, mean it’s set to become one of the Trust’s Top 10 destination sites.  
A key part of the role is welcoming visitors to the site on peak visiting times and distributing leaflets and information, providing a Woodland Trust presence on the site for visitors. The role may also involve supporting events held on the site to interact with the public.  
An interview and two references will be required for this role. As with all volunteer roles you will be required to complete an induction. You will have the opportunity to either do this online or to attend an induction event. |
|---|
| Role purpose | This role supports your local woodland by raising awareness and we hope this will encourage local people to use and respect the facilities of the wood, the wildlife within the wood and increase its value in the eyes of the local communities.  
We want visitors to know they are walking on a Woodland Trust site, and to do this we are increasing our on the ground presence. This includes utilising our mobile visitor centre, which is a large van, which opens out into a colourful and attractive mini-unit in which we can welcome visitors, answer questions and give out leaflets.  
More widely, this role links to the development of Heartwood Forest as one of a handful of destination sites which are creating a consistent quality approach to visitor experience across the trust. Visitors generate support for our work, so this is a key part in developing our strategy. |
| Key activities | - Talking to visitors and engaging with the public at the site at key times as agreed |
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- Acting as a friendly, welcoming voice in our mobile visitor centre, talking to people as they visit Heartwood Forest.
- Helping out at awareness days which are open to the public.
- Assisting with setting up the Woodland Trust stand and distributing leaflets if appropriate.
- Register visitors at events and discuss the main opportunities and issues.
- Keeping in touch with the lead volunteer and/or the volunteer manager to provide updates on your activity and any issues arising.
- Adherence to the Woodland Trust Volunteer Charter, policies, procedures and guidelines.

**Experience / knowledge required including personal qualities**

- Relative level of fitness and mobility: some parts of this task will require setting up the mobile visitor centre
- Outdoor working experience useful though not essential.
- Genuine interest in conservation and woodlands.
- The ability to work with independently at a busy event or awareness day under guidance from the Event Lead.
- The ability to work people from a wide range of backgrounds.
- The ability to communicate clearly and follow instructions.
- Ability to handle data in accordance with data protection guidelines.
- A friendly and flexible outlook and comfortable to approach the general public.
- Good verbal communication skills are important, with a positive outlook.
- An affinity with and commitment to the aims of the Woodland Trust.

**Equipment required**

Volunteer will need to provide/have access to: a phone, internet, an email address and appropriate clothing for the task and weather conditions, including sturdy footwear.

**Expenses**

Volunteers are entitled to be reimbursed for return journeys from home based on public transport cost or mileage at standard rates for the Woodland Trust. Other expenses must be agreed in advance with your volunteer manager.
## Volunteer Task Outline

<table>
<thead>
<tr>
<th><strong>Health &amp; Safety</strong></th>
<th>The Trust has a health and safety policy supported by guidance and rules. The Trust provides risk assessments for each volunteering role. You will have a responsibility to flag up any risks the task may pose to you and the group and discuss it with your volunteer manager.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hours</strong></td>
<td>Please keep a record of the hours you are involved with the task and send them to your volunteer manager each month. This allows us to measure the impact and value that volunteering has on the work of the organisation.</td>
</tr>
<tr>
<td><strong>Event support</strong></td>
<td>As a Woodland Trust volunteer you may have the opportunity to support the Trust at events in your area. We will contact you when these occasions arise to see if you are available and would like to help.</td>
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</tbody>
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