

Volunteer Role Description

Visitor survey

Westonbirt's world renowned tree collection attracts over 450,000 visitors a year. Visitor survey volunteers help us to understand our visitors and market more comprehensively, find out more about the experience and the impact of our community and youth programmes.

When

We anticipate carrying out regular surveys throughout the year. Frequency will depend on our business need and therefore volunteers need to be relatively flexible with their availability.

What's involved?

- ✧ Engaging with day visitors or Friends members to collect feedback and carry out surveys.
- ✧ Observing visitors and recording visitor journeys.
- ✧ Observing community groups, engaging with participants to record data.
- ✧ Taking the lead on administration and organisation of focus groups.
- ✧ Carrying out exit surveys with visitors.
- ✧ Setting up online surveys.
- ✧ Transcribing focus groups data and other qualitative content.
- ✧ Data entry.
- ✧ Surveying and observations will take place in all weathers, often at the Welcome Building as well as out in the open in other areas of the arboretum.

We'd like you to be

An excellent people-person with a warm, calm and positive approach, and the ability to remain focused and unbiased. You'll also need to be reliable, discrete, have good attention to detail and computer literacy. Proficiency in the Microsoft package, especially Word and Excel is advantageous. Other systems such as Survey Monkey may be used to collect data; training is provided.

We will

- ✧ Provide new starter training and ongoing help and guidance.
- ✧ Give you an on-site radio for communication.
- ✧ Pay a contribution to the cost of volunteering travel.
- ✧ Help you to complete the required Disclosure and Barring System checks (DBS).

Please send your application to us

By email at cheryl.pearson@forestry.gsi.gov.uk or by post to Cheryl Pearson, Westonbirt, The National Arboretum, Tetbury GL8 8QS

Recruitment coffee morning Saturday 19 November at 10.30am

To find out more come along to the volunteer recruitment coffee morning in the Great Oak Hall starting at 10.30am, where we'll give you a brief presentation about volunteering at Westonbirt followed by a cuppa and piece of cake whilst you chat to staff and volunteers about our current opportunities.

www.forestry.gov.uk/westonbirt-volunteering