

Seven Sisters Country Park - Visitor Experience Volunteer

The South Downs National Park Authority (SDNPA) are seeking outgoing and friendly Volunteers to add to the existing visitor experience provided at Seven Sisters Country Park (SSCP).

As a Visitor Experience Volunteer you will be tasked with assisting members of the public in accessing the Visitor Centre and surrounding areas. Providing information and answering questions, supporting visitors to use mobility scooters, using the car park, signposting to food/drink and toilet facilities and walking the surrounding areas engaging with visitors.

Volunteers are key ambassadors and play an important role in supporting the SSCP and SDNPA in fulfilling our purposes 1: To conserve and enhance the natural beauty, wildlife and cultural heritage of the area. Purpose 2: To promote opportunities for the understanding and enjoyment of the special qualities of the National Park by the public.

SDNPA is an inclusive organisation and we welcome applications from everyone irrespective of sex, sexual orientation, gender identity, ethnicity, faith and religion, disability and age.

Compulsory Training:

All relevant SDNPA Policies, Procedures and training, SSCP induction and task specific inductions. Continued development of knowledge about SSCP and the surrounding area

Equipment Provided:

All PPE and equipment requirements will be met, including a lanyard, uniform bib.

Transport: The ability to access the Seven Sisters Country Park site either through public transport or in your own vehicle will be necessary for this role.

Responsible to:

Visitor Services Manager, Visitor Services Officer and SSCP duty Staff.

Preferred/Est. Hours:

April to October - daily half day slots
November to March – weekends/ holidays half day slots

Role Description:

- Support the delivery of an excellent visitor experience at SSCP
- Assist visitors with orientation, information and answering questions at any time during their visit
- Continued development of knowledge about SSCP and the surrounding area
- Act as an ambassador for Seven Sisters Country Park and the South Downs National Park

Personal attributes:

- Outgoing and friendly, happy to start conversations with members of the public
- Ability to treat everyone with dignity and respect, including other volunteers, SDNPA staff and members of the public
- Ability to communicate knowledge and information to a diverse range of people
- Understanding and adherence to SSCP + SDNPA values and ethos
- Willingness to work with/support staff and volunteers as part of a team

Key qualities: Friendly, reliable and self-sufficient, able to follow direction/guidance

