

COLCHESTER ZOO

Colchester Zoo is home to over 180 species and is dedicated to supporting conservation projects around the globe. As an award-winning visitor attraction with over 1 million guests visiting each year, every staff member at the zoo works together to ensure that our guests have an enjoyable and unforgettable experience.

ANIMAL AMBASSADOR ROLE

The Colchester Zoo Animal Ambassador programme provides you with a fantastic opportunity to enhance your knowledge of endangered species and their conservation, as well as the chance to experience the workings of a zoo environment and share knowledge with our guests.

ABOUT THE ROLE: To be a Colchester Zoo Animal Ambassador you should be open, friendly, and enjoy meeting and engaging with new people. You will also need to have a good level of confidence and assertion skills. In your role you will be assisting Colchester Zoo and its visitors in a variety of ways, these are detailed below:

- To enhance the visitor experience by delivering a range of activities themed around wildlife, animal care and conservation.
- To interpret animals' stories and behaviour for visitors at various enclosures.
- To deliver themed interactive games, activities, workshops, exhibitions and displays in designated areas around the Zoo.
- To take animal based objects around the zoo to engage visitors.
- To collect data on the effectiveness of all activities

CONSERVATION EDUCATOR SPECIFICATION

One of the key roles of Colchester Zoo's Conservation Education department is to engage our visitors with conservation issues, allowing them to build on their current knowledge of animals through a process of self-discovery and hands on activities.

We want to have operational areas where children and adults can learn through interactive activities around the Zoo.

Ambassadors **MUST** be at least 17 years old and over. Please do **NOT** apply if you are under the age of 17 years as your application will not be considered.

POP UP ACTIVITIES :

Examples of pop-up stalls include:

- Check a Chimp / Tiger / Lemur / Orang – an interactive experience whereby guests can experience carrying out health checks and training exercises used by our keeper teams. They will use equipment used by keepers to check the health of large plush toys.
- WOW – Gibbons! – an interactive experience where guests can answer questions about gibbons, make up a gibbon dinner, check out gibbon facts and listen to gibbon 'singing'.
- WOW Camouflage – an interactive stand using photographs and dioramas to provide an explanation of types of camouflage etc

Stalls can be located anywhere around the zoo and volunteers are equipped with artefacts and interactive resources such as quizzes and games to support their engagement with visitors. The volunteer's role is to engage visitors in these activities and to encourage learning.

Although we welcome input on activity creation and how they run, this is a delivery role, and you will be trained to deliver them and to evaluate their effectiveness.

PROP PARADE

You will take a biofact (skin, skull, bone or other object) and go to an appropriate area in the Zoo and present. You will receive training on how to engage with these objects – the best kind of engagement in this activity will answer any questions you get with another question i.e. What is that skull? Answer – What clues are there on the skull to start to help us find out what it is?

ENCLOSURE EX- PERTS

It is important to encourage visitors to make the most of all the exhibits and this is achieved by having an "enclosure expert", someone who is able to point out where the animals are and answer any questions the public may have about the animals in that enclosure. You will also receive briefing on the enclosures; how they are designed and work for animals, visitors and staff. In the case of walkthrough exhibits, you will also be monitoring the safety of the animals and visitors in these areas.

These are just a few of the many enclosures and zoo areas animal ambassadors will be delivering engagement opportunities in:

- Rainforest walkthrough
- Worlds Apart walkthrough
- Orangutan Forest
- Chimpanzee lookout
- Leopards at Ussuri Falls
- Australian Rainbows
- Lost Madagascar lemur enclosure

SPECIAL EVENTS

The zoo provides an existing calendar of themed events such as Halloween and Magic of Christmas and occasional events like Dream night and Special Senses Day. Volunteers are encouraged to support these events and do so in many ways.

TRAINING PROVIDED

You will undergo a training programme to ensure that you have a good understanding of the role, and that you can carry the role out to an appropriate standard. At the end of training and trial period, we will meet you to discuss the training and any support you may need. This is also your chance to let us know if the programme is for you and give us feedback. The Conservation Education Team will support you in the role during this period, and as you continue to develop during your time at the Colchester Zoo.

We will run 4 induction and training days for you before you start delivering activities in the Zoo. See below. These sessions will give you the chance to understand the engagement programme we have developed and what skills you will develop to deliver them effectively. They will come with a handbook for you to use throughout your time as an engagement volunteer.

CONSERVATION EDUCATOR SPECIFICATION			
Training	Areas covered	Duration	
ZOO VOLUNTEER INDUCTION	History of zoo, role of volunteers at Zoo, emergency procedures.	2 hours	Day 1
ZOO TOUR	To familiarize you with site; exits, toilets, catering and retail outlets etc. Also to show you where you will be running engagement programmes.	2 hours	
ENGAGEMENT PROGRAMME	Aims of programme, examples of activities, what we expect of you and what support you can expect from us, look at prop parade, pop-up activity and enclosure expert roles.	2 hours	Day 2
ENGAGEMENT SKILLS	How to communicate to different audiences, how to use objects.	3 hours	
ROLE OF ZOOS	A look at the world of zoos and conservation. The history of zoos, different conservation outputs and examples from Colchester Zoo.	1 hour	Day 3
BASIC WILDLIFE CONCEPTS	Classification and adaptation.	2 hours	
REVIEW OF HANDBOOK HINTS AND TIPS. Q AND A	A look through your handbook and your chance to make notes and ask questions.	2 hours	
PRACTICE DELIVERING DIFFERENT ACTIVITIES	With other volunteers and educators, have a go at putting into practice what you have learnt.	2 hours	Day 4
DELIVER ACTIVITY TO VISITORS	Take an activity out into the Zoo and try it out with our visitors. An educator will support you for this first activity and provide feedback.	2 hours	

DURATION AND AVAILABILITY

- From 9:30 – 4:00 with a 30-min break (lunch is not provided)
- 1 day per week (from Mon to Fri) or every second Saturday or Sunday

PERSONAL SPECIFICATION		
	Essential	Desirable
Be Available for a minimum of 1 day a week	x	
Good organisation skills	x	
Strong work ethic	x	
Being friendly and approachable	x	
Willingness to meet people from different backgrounds	x	
Ability to work in a professional manner	x	
Good Interpersonal skills	x	
Punctuality	x	
Working in teams	x	
Experience in teaching, training, demonstrating or presenting		x
Experience in delivering presentations in different formats to individuals, groups large and small.		x
Lifting required of tables and boxes – up to 15 kg		x