

COLCHESTER ZOO

Colchester Zoo is home to over 160 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 and volunteer 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 develop 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.

CRITERIA

- From 9:30 – 4:00 (summer) 3:00 (Winter) with a 30-min rest 1 day per week.
- 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.
- Be Available for a minimum of 1 day a week.
- Good organisation skills
- Being friendly and approachable
- Willingness to meet people from different backgrounds
- Good Interpersonal skills
- Punctuality
- Working in teams
- Experience in teaching, training, demonstrating or presenting is useful but not essential
- Lifting required of tables and boxes – up to 12 kg

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:

POP UP ACTIVITIES:

Examples of pop-up stalls include:

- **Check a Chimp / Tiger / Lemur / Orang** – an interactive activity 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.
- **Animal Communication** – guess a range of animal sounds and their meanings in the natural world.
- **Umphafa – Be a Game Ranger** – visitors will have the chance to guess animal footprints, ID photos, Look at animal browsing evidence and ID some Poo!

PROP PARADE:

You will take a biological artefact (skin, skull, bone or other object) and go to an appropriate area in the Zoo and engage visitors.

**ENCLOSURE
EXPERTS:**

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.

**SPECIAL
EVENTS:**

The zoo provides an existing calendar of themed events such as Halloween and Magic of Christmas and occasional events. Volunteers are encouraged to support these events where they can and are given briefings to do so.

**TRAINING
AREAS
COVERED:**

ZOO VOLUNTEER INDUCTION DAY

History of zoo, role of volunteers at Zoo, emergency procedures, aims of programme, examples of activities, what we expect of you and what support you can expect from us, Role of the modern Zoo and Zoo orientation activity.

ENGAGEMENT SKILLS

How to communicate to different audiences, how to use objects.

BASIC WILDLIFE CONCEPTS

Ongoing training in areas like Classification, Adaptation and Conservation

NEXT STEP:

You may be contacted for an invitation to an interest day to assess your suitability