



## **Visitor Research Volunteer**

**When:** Flexible

**Where:** Earth Trust Centre, Little Wittenham OX14 4QZ  
and Community Reserves managed by Earth Trust

### **What does the role involve?**

Gathering feedback from our visitors to help us learn more about their experience with the Earth Trust and how we can improve it, as well as their motivations, interests and their awareness.

- Engaging visitors in short semi-structured conversations to collect their feedback.
- Recording how many people visit a particular site by doing visitor counts.
- Inputting the information obtained from the research into a spreadsheet.
- Recording any visitor queries.
- Where appropriate, signposting visitors to information on Earth Trust events and wider programmes.
- Asking visitors if they would like to subscribe to the Earth Trust e-mailing list.

### **What attitudes, skills and experience do I need?**

- Enjoy communicating with visitors in a relaxed and informal way.
- Ability to communicate face-to-face in an effective and friendly manner.
- Able to record the key points of a conversation clearly and concisely.
- Confident with using Word and Excel.
- Outgoing, approachable and helpful.
- Reliable and trustworthy.

### **Why Earth Trust needs you:**

Earth Trust is transforming our Centre at Little Wittenham into a new visitor destination that will be a gateway to the green spaces we look after. We need to understand more about our visitors so that we design the best possible experience for them. Your help in talking to people and recording their feedback will have a direct impact on decisions about what we offer in the new buildings and how we interpret our work to champion accessible natural green spaces and inspire people to think about their impact on the planet.

**What's in it for you?**

This is a great opportunity to develop your communication, research, customer service and organisational skills. You will meet like-minded people and be a member of an enthusiastic and knowledgeable team. You'll have the satisfaction that you are helping Earth Trust protect and nurture important local green spaces and get to spend time in those beautiful green spaces.

**How Earth Trust will support you:**

You will be fully supported by the Earth Trust Visitor Experience Manager and will be provided with all the materials you need and Earth Trust volunteer identification. You will receive a volunteer induction providing information about the work of the Trust, and the impact it has within the local area.

**What do I do next if I want to apply or need more information?**

Please contact Nicola Williams, Volunteer Officer – 01865 407792 or [Nicola.Williams@earthtrust.org.uk](mailto:Nicola.Williams@earthtrust.org.uk)