**Pembrokeshire Coast National Park Authority**

**Volunteer Task Description**

**Title: Visitor Welcome Volunteer**

**Purpose:** The Visitor Welcome volunteers will be based at a specific outdoor location(s) within the National Park, engaging with visitors, providing information on activities/walks/visitor experiences within and around that location. The role will work alongside the National Park Authority’s Discovery and Ranger teams.

**Duties/activities:**

* Be present at pre-arranged location at agreed times/on agreed dates.
* Provide a welcome for visitors arriving at specific locations.
* Make use of your existing knowledge and skills you will have gained from training to suggest opportunities for visitors to enjoy and explore the area. \*(training and additional resources will be provided in support of this duty).
* Direct enquiries towards others if unable to deal with yourself.
* Liaise with the Discovery and Ranger teams.
* Be positive and supportive to the needs of all visitors, local residents and co-workers.
* Be cheerful, friendly and helpful.
* Count the number of visitors you make contact with each day and record/report your observations.

**Time scale:** There will be a presence at specific locations across the summer period. The role allows for you to contribute as much or as little time as you wish subject to being part of an agreed rota.

**Locations:** Various locations including Amroth, Saundersfoot, Tenby, Freshwater East, Broad Haven/Nolton Haven/Newgale, St. Davids, Whitesands, Abereiddi/Porthgain, Poppit Sands.

National Park visitor centres as required – Carew Castle, Castell Henllys and Oriel y Parc.

**Supervision:** Visitor Welcome volunteersare managed by the PCNPA’s Activities and Events Co-ordinator.

Before commencing you will have:

* Attended a ParkWise training session
* A Risk Assessment briefing
* A site familiarisation briefing for the location where you will be based

**Qualities:**

Visitor Welcome volunteers should be able to provide a friendly and informative presence, be able to talk to visitors about the National Park and where possible direct them to places, points of interest and opportunities to explore further.

**Benefits:**

* Training opportunities will be available
* National Park Volunteer uniform
* PPE provided where needed
* Expenses are reimbursed
* We are able to provide references, certificates of attendance etc. as appropriate.