

**Colchester Zoological Society is home to over 150 species and is dedicated to supporting conservation projects around the globe. As an award-winning visitor attraction with over a million guests visiting each year, every staff member at the Zoo works together to ensure that our guests have an enjoyable and unforgettable experience.**

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**JOB TITLE:** Volunteer Coordinator (Part-time)

Colchester Zoological Society (CZS) is looking for an enthusiastic Volunteer Coordinator to lead our Animal Ambassador Programme (AAP). This exciting role is all about people – supporting a team of dedicated volunteers who inspire and engage visitors with interactive activities, stories, and conservation messages.

You'll be responsible for recruiting, training, and motivating volunteers, developing fun and educational visitor activities, and ensuring every volunteer feels valued and confident. From managing rotas and orientation to coaching volunteers on public engagement, you'll play a vital role in delivering unforgettable visitor experiences.

We're looking for someone with excellent communication and organisational skills, who enjoys working with people, is confident handling multiple priorities, and has a passion for wildlife, zoos, or conservation education.

This is a part-time role (24 hours/week) with flexibility, will include regular weekends and school holidays. £12.50 per hour.

**JOB SUMMARY:** The Volunteer Coordinator will lead the Colchester Zoological Society (CZS) Animal Ambassador Programme volunteers. This role plays a vital part in ensuring our volunteers can help every visitor have an inspiring, educational, and memorable experience at CZS.

**MAIN JOB PURPOSE:**

1. To coordinate the Animal Ambassador Programme (AAP) volunteers, including recruitment, development, and management.
2. To develop engaging visitor activities for volunteers to deliver.
3. Ensure the volunteer team supports CZS' mission through education, engagement, and providing added value to our visitors' day.

**DESCRIPTION  
OF MAIN  
DUTIES:**

**Job Role – Volunteer Coordination**

- Recruit, induct, develop, and support all AAP volunteers
- Act as the main point of contact for volunteers, prospective volunteers, and staff liaising with volunteers.
- Greet and brief volunteers at the start of their shift; debrief and provide feedback at the end of the day
- Maintain accurate volunteer records, including recruitment, safeguarding, right-to-work documentation, expenses, and other data in line with GDPR guidelines
- Develop and implement strategies to attract new volunteers
- Manage the recruitment process for all new volunteers including informal interviews, inductions, and required paperwork
- Develop methods and incentives to improve volunteer retention
- Create and manage volunteer rotas based on seasonal needs, animal areas, and special events to ensure adequate coverage
- Undertake other administrative and organisational duties essential to effective volunteer management

**Job Role – Activity Development & Delivery**

- Work with the Conservation Education team to design and deliver engaging visitor activities for volunteers to use, such as biological artefacts, interactive games, and directed learning opportunities
- Deliver training and mentoring to ensure volunteers are confident and capable in activity delivery
- Model best practice in visitor engagement while providing coaching and feedback to volunteers

**Job Role – Mission Support & Impact**

- Ensure volunteers maintain records of visitor engagement numbers across delivered activities
- Develop methods of evaluating visitor learning and enjoyment of activities including qualitative and quantitative measures
- Utilise feedback on engagement, learning, and enjoyment to improve existing activities and in the development of new ones
- Provide regular reporting on volunteer hours, activities delivered, and visitor engagement outcomes
- Provide and facilitate training for volunteers in line with CZS's mission statement, including but not limited to: the role of zoos, ex-situ conservation, engagement techniques, features of animal habitats, etc.
- Support volunteers to aid in deliver special events (e.g., World Animal Day), coordinating with other departments where required
- Work closely with the Conservation Education team to identify and develop ways the AAP volunteers can assist with broader campaigns
- Promote and uphold CZS's policies, including safeguarding, equality, diversity and inclusion, animal welfare, and social media use, in-line with the AAP Volunteer Policy and Handbook

**WORKING  
HOURS:**

This is a full-time position. An average 24 hours per week, ideally across 3-4 days. Flexibility required, with weekend and school holiday working essential to meet seasonal visitor demand and volunteer recruitment/training needs.

**UNIFORM:**

Full uniform will be provided. Full uniform must be worn at all times with a name badge.

**WORKING  
ENVIRONMENT:**

- CZS is a non-smoking environment and smoking is not permitted by members of staff whilst on the premises.
- CZS is an equal opportunities employer.

**SALARY:**

£12.50 per hour

## KNOWLEDGE & EXPERIENCE, QUALIFICATIONS, TRAINING & SKILLS

### Essential:

- Excellent communication and interpersonal skills
- Ability to work confidently with a wide variety of personalities and handle volunteer concerns patiently and diplomatically
- Good customer service skills
- Strong organisational skills, with the ability to prioritise and manage multiple tasks
- Self-motivated and able to work independently and as part of a team
- Discreet and professional in handling sensitive and confidential information
- Familiarity with GDPR, Safeguarding and Health & Safety guidance
- Commitment to equality, diversity and inclusion
- Confident in Microsoft Office and willing to learn other digital systems
- Interest in zoos, wildlife, or conservation education

### Desirable:

- Experience coordinating volunteers
- Experience in the community or voluntary sector
- Knowledge of zoos, wildlife, and conservation education
- Experience of mentoring or coaching

## HOW TO APPLY

If you are interested in applying, please complete the **CZS Employment Application Form** and email to [andymoore@colchesterzoo.org](mailto:andymoore@colchesterzoo.org) along with your CV and covering letter saying how you meet the job specifications.

Please send this by **4:00pm on Sunday 21st September 2025**

If invited, selection assessment will be held in person at CZS on **3rd October 2025**.