



VOLUNTEER POLICY



WELCOME TO SHEPRETH WILDLIFE PARK & SHEPRETH WILDLIFE CONSERVATION CHARITY (SWCC)

The following statement reflects the mission of Shepreth Wildlife Park. This mission is the mission of all members of staff.

Shepreth Wildlife Park will provide the best facilities for the wildlife under its care. The well-being of each animal acquired through abandonment, rescue, or as part of a breeding programme to conserve species, will be of utmost priority.

We will provide the opportunity for visitors of all ages to increase their understanding of the natural world through our education and conservation programmes using all our available resources.

We will fulfil this mission through conservation, education, and recreation.

VISION STATEMENT

Conserve, Discover & Enjoy!



VOLUNTEER INFORMATION

VOLUNTEERING OPPORTUNITIES AT SHEPRETH WILDLIFE PARK

- Husbandry Volunteer
- Visitor Engagement Volunteer
- Park Grounds Volunteer
- Long-Term Placement Volunteer

VOLUNTEERING OPPORTUNITIES AT SHEPRETH WILDLIFE CONSERVATION CHARITY (SWCC)

- Grant Writer
- Event Organiser
- PR Assistant Volunteer
- Hedgehog Care Assistant

***Email: swcc@sheprethwildlifepark.co.uk for a different application form**

RECOMMENDED HOURS

10am - 5pm

Please note these are only a recommendation and we will cater for your personal needs.

SHORT-TERM PLACEMENT TYPE

- Weekend placement (Saturday or Sunday) for 6 months
- Four-week block (5 days per week)

Recommended minimum 20-day requirement

LONG-TERM PLACEMENT TYPE

- Six-month block placement (4 or 5 days per week)
- One-year placement (4 or 5 days per week)

VOLUNTEER CO-ORDINATOR CONTACT

Dean Ward (Curator)

HOW TO APPLY

Please email your completed application form to: **office@sheprethwildlifepark.co.uk**
Alternatively, you can post a hard copy to the address below:

**Volunteer Applications
Shepreth Wildlife Park
Station Road, Shepreth
Cambs, SG8 6PZ**

All placements are subject to a 3-day review. It is at the discretion of the Curatorial team if the placement may need to be cancelled at this point.

VOLUNTEER OPPORTUNITIES

A fantastic opportunity to help deliver excellent husbandry, education, gardening, or customer services for our Animal Departments.

Requirements for volunteering at Shepreth Wildlife Park:

- Common sense
- Willingness to work
- Enthusiasm
- Ability to follow verbal and written instructions
- Observational skills
- Clothing appropriate for assigned department
- Good communication skills
- Friendliness and confidence dealing with the public
- Reliability

Most importantly ... a smile!

VOLUNTEER ROLES

HUSBANDRY VOLUNTEER

As a Husbandry Volunteer, you will play an important role in supporting the animal care team in the daily upkeep and welfare of the park's diverse collection of animals.

This role is suitable for those studying animal care or wanting to enter the industry, and desiring work experience. The role will be physically demanding, requiring good mobility, and occurs in all weathers. Duties will include dishes and laundry, disposing of waste and servicing animal enclosures. You will not always actively be interacting with animals, so applicants must be realistic and flexible about their duties within the park.

The applicant should also be able to work independently and in a team and be able to follow verbal instructions. Once a volunteer has shown confidence and reliability, they may be offered opportunities to work more directly with animals at this point.

VISITOR ENGAGEMENT VOLUNTEER

Raising awareness of conservation and environmental issues, promoting projects managed by the Wildlife Park and SWCC and helping provide an enjoyable and educational visit on both the Wildlife Park and in the Education & Discovery Centre.

You will be required to share knowledge and promote interest in all species by talking to visitors, impart information about the function of Shepreth Wildlife Park as a conservation body and provide a fun and informative visitor experience.

PARK GROUNDS VOLUNTEER

This essential role is suitable for those wanting to help maintain a pleasant environment around the park. It may involve light gardening duties, cleaning of public areas, and cleaning of animal paddocks alongside staff.

This role doesn't require animal care experience or study and is open to anyone of any physical capability as tasks can be adapted to suit.

LONG-TERM PLACEMENT VOLUNTEER

On a Long-term Placement, you will play an important role in supporting the animal care team in the daily upkeep and welfare of the park's diverse collection of animals. Each day will vary depending on the needs of the animals and the schedule of the keepers, but typical duties include the following:

Morning Routine & Enclosure Cleaning

- Start the day by checking enclosures and ensuring animals are safe and accounted for.
- Assist keepers in cleaning enclosures, removing waste, refreshing bedding, and replacing enrichment materials.
- Disinfect and clean indoor housing areas to maintain high hygiene and biosecurity standards.
- Ensure enclosures are secure, well-maintained, and meet welfare standards.

Food Preparation & Feeding

- Help prepare balanced diets tailored to different species' nutritional needs, including chopping fruits and vegetables, weighing meat portions, or preparing specialist diets.
- Observe feeding routines, ensuring all animals receive the correct portions.
- Assist with hiding food to encourage natural foraging behaviours.

Animal Enrichment & Welfare

- Assist in designing and providing enrichment activities to stimulate natural behaviours such as foraging, problem-solving, and play.
- Help create items such as puzzle feeders, scent trails, or hiding treats in enclosures.
- Observe how animals interact with enrichment and record responses for future improvements.

Observation & Health Monitoring

- Learn to observe and recognise normal and abnormal behaviours in animals.
- Report any signs of illness, injury, or behavioural concerns to senior keepers.
 - Participate in basic record-keeping and note changes in diet, behaviour, or enclosure conditions.

Public Engagement & Education

- Assist keepers in engaging with the public by answering basic visitor questions about the animals and their care.
- Support educational talks or feeding sessions by preparing materials or setting up areas.
- Learn about conservation efforts and help share key messages with visitors to inspire them to support wildlife protection.

General Park Maintenance & Biosecurity

- Assist with cleaning and maintaining food preparation areas, tools, and equipment.
- Help with tasks such as raking leaves, sweeping pathways, or checking fences for safety.
- Follow strict biosecurity protocols to prevent the spread of diseases between enclosures.

End-of-Day Tasks

- Help ensure that all animals are safely housed for the night.
- Clean and store equipment properly.
- Review and restock supplies for the next day, such as bedding, food, or enrichment items.
- Participate in debriefing with keepers to reflect on the day's tasks and learning opportunities.

INDUCTION PROCESS

On your first day you will be required to attend our Induction Programme followed by a multiple-choice questionnaire.

This typically lasts for 3 hours between 10am & 1pm.

- Part 1: Video Induction
- Part 2: Formal Induction (1 hour)
- Tour of the workplace
- Multi-choice Questionnaire

Files for consultation during the induction:

- Health & Safety Policy
- Relevant Wildlife Park Policies
- Risk Assessments & Safe Systems of Work
- Training Manual
- COSHH

ONLINE TRAINING WITH MENTOR DIGITAL

You will also be required to complete on-line training via our Health & Safety portal in your own time at home.

The person taking your induction will ask you to complete a form with details required to sign you up to this. You will be required to complete this training within 7 days of receiving your invitation to the MentorDigital programme.

The training includes the following units:

Business protection	Code of Conduct
Business protection	Security & terror alerts
Employment law & HR	Respect in the workplace
Safety, health & environmental	Alcohol & drug awareness
Safety, health & environmental	Environmental awareness
Safety, health & environmental	Fire safety
Safety, health & environmental	Food safety essentials
Safety, health & environmental	Hazardous substances (COSHH)
Safety, health & environmental	Health and safety induction
Safety, health & environmental	Manual handling awareness
Safety, health & environmental	Personal protective equipment
Safety, health & environmental	Legionella awareness

LONG-TERM PLACEMENT ASSESSMENT

All Long-term placements will receive documented and assessed training, which is recorded in the *Long-term Placement Training Booklet*.

This document remains active throughout the duration of the placement and is presented to the student at the end of the agreed time period, as a record of their training progress during their time at the Wildlife Park.

BENEFITS TO VOLUNTEERING

WHAT ARE THE REWARDS FOR VOLUNTEERING

By actively participating in volunteering duties, you will develop essential skills for a career in animal care, including:

- Practical animal husbandry skills: hands-on experience in feeding, cleaning, and enrichment.
- Animal behaviour knowledge: understanding how different species behave and how to interpret body language.
- Time management & responsibility: learning to complete tasks efficiently while prioritising animal welfare.
- Teamwork & communication: working alongside professional keepers and interacting with visitors.
- Conservation awareness: Gaining insight into how zoos contribute to wildlife conservation.
- Knowledge that you are helping with wildlife, education, and conservation.
- Opportunities to contribute to your local community.
- Opportunities to gain valuable experience, and confidence.
- Experience for job seekers.
- Exercise and activity.
- Opportunities to meet and socialise with new and like-minded people.

This experience will help to strengthen your CV, provide valuable networking opportunities, and prepare you for further studies or employment in the zoo, conservation, or animal care industries.

GENERAL INFORMATION:

- It is recommended you bring waterproof clothing, Wellington boots and steel-toe boots (Please note trainers or sandals are not allowed when working on the Wildlife Park).
- An up-to-date tetanus is required for all work on-site.
- An MMR vaccination is required for work alongside any non-human primate species.
- For legal reasons, there are no financial benefits for volunteers while giving your time freely to the wildlife park, which unfortunately includes the provision of entrance tickets.
- Please also be aware there will be no intention of future paid employment as a result of volunteering.

All volunteers and students must be over 18 years old before the start of their placement.

SWCC VOLUNTEER

Requirements for volunteering for the Shepreth Wildlife Conservation Charity (SWCC):

- Common Sense
- Willingness and enthusiasm to work
- Ability to follow verbal and written instructions
- Observational Skills
- Good communication skills
- Friendliness and confidence dealing with people
- Reliability and organisational skills
- Able to put together sound arguments with critical thinking
- Good IT skills including Microsoft Word, Excel and Outlook
- Research skills

Most importantly ... a smile!

SWCC VOLUNTEER ROLES

GRANT WRITER

Putting together sound arguments with critical thinking, the grant writer will submit completed proposals as required, ensuring financial details are fully understood and maintaining accurate records of all documentation, monitoring follow-up and support actions as appropriate. Research of relevant funding opportunities is required as well as ensuring proposals highlight how SWCC's aims, and objectives are in line with funding body requirements. Negotiations and maintaining relationships with stakeholders are also necessary.

EVENT ORGANISER

Assisting the team in the run up to events with administrative tasks and planning and providing support during events. Dealing with bookings and events inquiries. Preparing event materials. Liaising with venues to organise logistics. Attending events to provide assistance. Sending out any event correspondence to attendees. Overseeing and supporting volunteers providing assistance with events.

PR VOLUNTEER

Managing and executing, or assisting the management and execution, of social media marketing initiatives and PR carried out for events. Also responsible for writing and editing the content of PR and Marketing communications. Assisting in the development of an overall Social Media Marketing Plan and Strategy. Maintaining and growing the current database to enhance email campaigns. Building relationships with third party organisations, such as media partners, to promote and support event-marketing activity and promote awareness of events. Engage with the widest possible audience by using video content and delivering maximum impact.

HEDGEHOG CARE ASSISTANT

In general you will be responsible for the daily husbandry and health checks of the hedgehogs in the hospital. This will include logging their weight, the amount of food eaten and any other concerns you have. You will be required to liaise with the staffing team regularly to ensure the safety and health of the hedgehogs within our care in the hospital or off site. After training you will be able to assess and admit hedgehogs brought to the hospital by members of the public and liaising with the staffing team to instigate individual care and treatment plans as required. You will be responsible for the general hygiene and upkeep of the hospital and will be required to complete a daily cleaning regime.