

Better Impact – Frequently Asked Questions for Volunteer Applicants

Q. How old do I have to be to volunteer at Marwell?

A. The minimum age for all volunteer roles at Marwell is 18

Q. Do I need to be qualified to volunteer?

A. No, but there may be ideal characteristics that may make you more suitable for certain volunteer roles than others.

Q. When and how long do I need to volunteer for?

A. For most of our roles, we don't ask for a minimum commitment, but the information on each of our volunteer roles, will show you which days/ times of day and times of the year that support is required for that activity. Availability and how to book in dates/times for volunteer duties will be discussed with you at your informal interview.

Q. Is there a recruitment process?

A. Yes. Once we have received your Application Form, we shortlist, and contact you to confirm if you will be invited for an informal interview. At this meeting, both you and ourselves can then decide if volunteering with Marwell is suitable for you. We would then obtain any necessary background checks (references and for some roles a criminal record/DBS check) and arrange your induction/training before you start.

Q. Does Marwell provide induction and training?

A. Yes, you will receive an induction and all the training/information/instruction that you need in order to carry out the volunteer role. This will usually include a separate HR and Department induction.

Q. What does Marwell offer volunteers?

- Free entry to the Zoo
- 20% discount in gift shop, and 50% discount in catering outlets when on duty
- Uniform as appropriate to the volunteer role
- Training/Update Briefing Sessions
- Annual Briefing Day

Q. If I volunteer will this lead to a job at Marwell?

A. There is no guarantee of employment, and you would have to apply/compete for any jobs at the zoo in the normal way. (The experience gained through volunteering could help when it comes to applying for jobs and interviews in any organisation).

Q. Does Marwell provide a uniform for their volunteers?

A. Yes, where the role requires a uniform to be worn. When you first start volunteering, and the role requires a uniform to be worn, you may be issued a partial uniform from our recycled stock, and a "Volunteer in Training" badge. When you are trained in your volunteer role, you will be issued with a uniform and a badge with your name on.

Q. Do you pay travel expenses?

A. Marwell does not pay travel expenses.