

LILONGWE WILDLIFE TRUST



Job Title: Volunteer Coordinator

Work Location: Lilongwe Wildlife Centre (primary), Lilongwe

Division/Department: Placements/Wildlife Rescue and Welfare/Biodiversity Research

Job Description: This full-time position provides all-encompassing, hands-on customer care and support to volunteers, externs, and interns at the Lilongwe Wildlife Centre. This person in this role is responsible for ensuring that each participant's experience is in line with LWT's placement approach, structure, and values. You will work alongside another Volunteer Coordinator, the Sales Manager and Head of Placements.

Full-time

Part-time

Exempt

Nonexempt

Essential Duties and Responsibilities:

Welcoming new arrivals and helping them settle into life at the Centre:

- Arranging the logistics for new arrivals (e.g., airport pick-ups, housing, SIM cards, money exchange, etc.).
- Greeting new participants as they arrive, conducting check-ins, ensuring their luggage is carried to the house, showing them around the Centre, providing an in-depth accommodation and safety briefing, showing them how to use the alarm/panic buttons, introducing them to staff and other participants, offering them refreshments, and helping them to settle into housing.
- Collecting any final payments due.

Managing accommodation and meals:

- Working with the housekeeper to allocate beds, prepare the dorm and chalets, and ensure that housing is cleaned and ready for new arrivals.
- Overseeing cleaning, laundry, and shopping schedules, food stocks, maintenance, water, pest control, and meal preparation for the dorm and chalets, ensuring that a seamless service is offered.
- Directly preparing meals and/or cleaning accommodation if staff are away.
- Overseeing the budget for accommodation, meals, and participant costs, including preparing accounts, keeping track of receipts, and doing expenditure projections.

Inducting participants and ensuring they have the information and tools to engage in work at the Centre:

- Arranging and overseeing the inductions for key areas of work (e.g., orphan care, animal care, integrations, enrichment, and outreach/education).
- Working with the staff leads for each area to develop and/or refine their induction presentations and approaches. As needed, helping to deliver induction sessions or supplementary briefings.
- Checking in with participants during their first sessions to answer questions, hear feedback, and quickly offer any additional information that would improve their experience.

Delivering each placement in line with the structure and user experience outlined by LWT:

- Preparing daily schedules for each participant, in line with Centre needs and participant learning objectives. Tailoring the daily schedule to the participant's interests, needs, and capabilities to maximise satisfaction.
- Working with the orphan care, animal care, enrichment, outreach/education, integration, and veterinarian/rehabilitation teams to understand the timings and requirements of ongoing and ad-hoc tasks; ensuring that the daily schedules align with these needs and correct timings/tasks are listed; and helping to cover these activities where necessary.
- Reviewing participant applications before arrival to understand how we might tailor their experience to their interests. Where needed, discussing options with the relevant staff in advance.

Providing 24/7 support to participants, both in person and remotely:

- Serving as the first point of call for all participant queries and escalations. Responding promptly to any questions/issues raised across all topics (e.g., social, logistics, transport to/from town, homesickness, group dynamics, health, bookings, moving sites, etc.) and taking responsibility for helping participants find solutions.
- Arranging medical care appointments and transport; accompanying participants to appointments at all hours and staying with them throughout; and documenting any illnesses/clinic trips.
- Keeping track of volunteer visa requirements and medical needs. Helping participants arrange and attend visa, TB test, and other appointments.
Taking responsibility for addressing any issues that arise. Working resourcefully and strategically to map out

possible solutions. Providing staff with information to evaluate options and drive effective decision-making. Helping to implement solutions and reduce unnecessary draws on staff time where possible.

Arranging group social activities and individual excursions:

- Fielding questions on trips and excursions, and helping participants arrange bookings for weekend or post-placement travel.
- Arranging group social activities, such as walks and picnics on site, movie or quick nights, drinks at the café, excursions to offsite restaurants or markets, etc.
- Fostering a positive group dynamic and ensuring that participants have a strong programme of social and after-hours activities to enjoy. Where possible, work to appoint and induct a lead volunteer to help organise some of the social activities.

Collecting and addressing feedback from participants, both during and after their placements:

- Checking in with participants each week during their placements to understand their motivations and learning objectives, hear about their experiences, and work collaboratively to help them have a positive experience.
- Collecting written feedback from participants at the end of their placements.

Assisting with additional tasks as needed and assigned

Education and/or Work Experience Requirements:

- Extensive experience providing personalised customer care
- Experience delivering support and programming in a residential setting (e.g., with experiential education programmes, group tours, placement/leadership programmes, etc.)
- Affinity for a hands-on, all-encompassing role focused on the provision of 24/7 support
- Ability to project a high level of professionalism and positivity at all times
- Ability to take ownership of tasks and work proactively to find solutions
- Demonstrated organisational and project management abilities
- Ability to work with diverse personalities and needs
- Experience working with national and international students, volunteers, and multi-cultural staff
- High levels of patience, enthusiasm, leadership, and flexibility
- Passion for working with people and building experiences tailored to their needs/interests
- Ability to speak and write in English
- Interest in organising excursions, trips, and social activities
- Interest in LWT's work and programmes

Remuneration Package:

200,000MK (Gross)

MASM

Other notes:

This role will start as a single person role so there will be a need for a lot of flexibility when it comes to the hours that need to be worked. As the volunteers will have requirements at different times of day. However once the volunteers start coming through in greater numbers this will be a two person role, sharing the responsibilities equally.

Please make your applications with up to date CV and a covering letter explaining why you would be good at this role.
Applications to: tom@lilongwewildlife.org