

Lake District Volunteers Service



Lake District
National Park

Visitor Welcome Volunteer - Role Profile

Purpose

The Lake District National Park welcomes millions of visitors every year. Our Visitor Welcome Volunteers provide a friendly face and local knowledge to help make sure visits are safe and enjoyable, inspiring people to love and respect the landscape. This role will be piloted during Summer 2026, and you will have the opportunity to contribute to its development for future seasons.

Key tasks

As a Visitor Welcome Volunteer, your role will involve:

- Acting as a friendly face to answer questions about the local area, providing information on things like facilities, activities, and local attractions.
- Promoting positive and safe behaviour through key messages such as the Countryside Code and Adventure Smart.
- Reporting to National Park staff on issues such as littering, environmental damage, parking issues, and other concerns, so that these can be communicated to relevant partners.
- Litter picking sites to ensure a positive visitor experience and reduce environmental impact.
- Undertaking practical tasks such as clearing sites after busy periods and repairing any damage.

Location

There are Visitor Welcome opportunities across the Park; we encourage you to volunteer in your locality for both familiarity and sustainability reasons.

Supervisor(s)

Volunteers will work closely with and be supervised by the Visitor Management Officers.

Time Commitment Required

We ask for a minimum commitment of twelve days per year, including training days. We recommend that Visitor Welcome Volunteers undertake a minimum of one duty per month to maintain engagement. Duty lengths will vary depending on how busy the day, but we expect most to take between 2 and 4 hours.

Training and support

All newvolunteers receive an induction to the role and ongoing training and support will be provided by the Volunteer Coordination Team. Volunteers will operate alongside Visitor Management Officers or in a minimum of pairs and support will be available from staff supervisors and our partner organisations.

Person Specification:

Enthusiastic and knowledgeable about the Lake District National Park and happy to engage with visitors to help them get the most out of their visit.	Good communication skills and confidence in speaking to a wide range of people.
Confident working in volunteer pairs and following communication routes to staff support when necessary.	Comfortable being outside for the duration of your volunteering duty.
Confident using a smart phone. Reports and contact will primarily be through a WhatsApp group.	

What this role offers:

- Unique opportunity to volunteer in spectacular landscapes.
- Support from a motivated and enthusiastic team.
- Training and development opportunities.
- Chance to share your knowledge and passion for the Lake District.
- National Park uniform and parking permit.
- Reimbursement of expenses (public transport tickets and mileage rate).

Next steps

We will be selecting volunteers based on their experience and skills, enthusiasm for the role, and their locality. Please ensure that you give as much detail as possible when applying.