



people's
trust for
endangered
species

**HEDGEHOG
STREET** 

CITY OF WILDLIFE

Volunteer role: Hedgehog Street Volunteer

Duration: 1 day/week for 3 months (extension possible if required)

Location: Battersea, London (PTES offices)

Reporting to: Hedgehog Officer

Expenses: The post is unpaid, but travel expenses to and from the office, up to an agreed maximum from a reasonable distance will be reimbursed.

About Hedgehog Street

In response to the worrying decline of hedgehogs across the UK, People's Trust for Endangered Species (PTES) and the British Hedgehog Preservation Society (BHPS) launched the Hedgehog Street campaign, which seeks to conserve this iconic species and empower the British public to help hedgehogs in their own back gardens. By putting out some food, or linking up your gardens with 'hedgehog highways' you can help hedgehogs. PTES and BHPS are also currently commissioning various research projects into the reasons for the decline and measures that could be taken to reverse the effects.

Hedgehog Street is about joining up the dots. It's about empowering people with an understanding of hedgehogs, why they are declining, and how easy it is to help them. With their unique, charismatic appearance, hedgehogs regularly make it to 'Britain's favourite mammal' in polls and evoke such an affectionate response from the public that there's every reason to be genuinely hopeful that we can reverse this decline. After all, we can't risk losing Mrs Tiggy-Winkle, she's part of our cultural heritage!

Hedgehogs love gardens and we know what features they need to survive and thrive in suburbia. Hedgehog Street is all about simple things everyone can do to help save our favourite wild animal. If people want to join us in the fight to save this national treasure they can sign up the Hedgehog Street today at www.hedgehogstreet.org and become a Hedgehog Champion.

About the internship

As a result of all this enthusiasm, there is a large amount of enquiry traffic coming to PTES, mainly through email enquiries from Hedgehog Street or website interactions. The volunteer role is to help in responding to these queries, to communicate with the Champions and to generally support the work of Hedgehog Street. This is required in a generally responsive manner for ad hoc enquiries, but also proactively by developing FAQs and other techniques for the website so that overall the hedgehog champions feel valued and listened to. In addition, there will be the opportunity to devise new ways to engage and inspire the Hedgehog Champions and, time permitting, to be involved in other aspects of the hedgehog campaign. For example, the volunteer may be involved in the development of new content for the website as part of our commitment to keeping it fresh and engaging.



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This is an opportunity to gain experience by taking a key role in a unique public engagement campaign that is leading to tangible conservation outcomes. You will also experience working within a conservation NGO and have the opportunity to network with other NGOs and partner organisations. Owing to PTES' longstanding involvement with hazel dormouse conservation, you would also have the opportunity to volunteer with the national dormouse monitoring programme and to work towards your own dormouse licence if desired.

About the volunteer

The post holder requires good verbal and written communication and people skills, a good understanding of general conservation, ideally of mammal species and hedgehogs in particular, and a flexible approach to working in a small, committed team. You will need to be empathetic, able to give sensible advice and capable of judging an appropriate level of engagement with each enquiry. In addition, some understanding of websites like Wordpress and the potential of features on websites would be an advantage, as would experience with Photoshop, InDesign and Microsoft Excel.

The post is based at the Trust's office in Battersea, London. You will work alongside a team of sixteen people covering a variety of functions. You will work most closely with our Hedgehog Officer who will provide daily supervision and you will report, like all staff, to the Chief Executive. The office works a flexitime arrangement around an 8-hour day including an hour for lunch.

How to apply

Applicants are asked to submit a CV and single page covering letter explaining why they think they are suitable for this post, emailed to Emily Wilson, Hedgehog Officer, People's Trust for Endangered Species, 3 Cloisters House, 8 Battersea Park Road, London, SW8 4BG, on enquires@ptes.org by **midnight Sunday 15th April 2018**.

We expect to conduct interviews for shortlisted candidates on Monday 23rd April 2018 and hope the successful candidate will begin their internship shortly afterwards.



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Job description

Hedgehog Street

- Assisting the Hedgehog Officer in managing the Hedgehog Street website
- Maintaining good and effective relations with project partners (BHPS) and any other funders
- Dealing with general enquiries about hedgehogs emanating from Hedgehog Street or from our general enquiry channels:
 - in an agreed timescale
 - at a level appropriate to the overall number of enquiries
 - in an empathetic but efficient fashion
 - using appropriate media (email, phone etc) depending on the nature of the enquiry
- Monitoring the website activity:
 - Verifying images and champion stories
 - Monitoring the forums for inappropriate activity
 - Cataloguing the photo gallery
- Updating the you tube channel with videos from champions
- Reviewing FAQs and developing more both to go on the Hedgehog Street website and to be used in response to enquiries
- Drawing on interactions with Hedgehog Champions to advise on possible new features for the website that will aid both the speed and content of communications
- Assisting with regular communications to existing Hedgehog Champions and monitoring their activity, facilitating the on-going recruitment of new Champions and developing Champion-led research
- Assisting with the development of relationships with organisations connected with potential hedgehog habitat e.g. gardening clubs, garden centres, cemeteries, playing fields, public parks etc. that might be able to promote or take advantage of Hedgehog St

Other tasks

- Time permitting, assisting the Hedgehog Officer with other aspects of the hedgehog campaign which include a habitat management training programme for managers of public spaces, development of hedgehog-friendly garden fences, developing effective monitoring techniques and promoting these to ecological consultants and keeping abreast of a number of research projects looking in to the reasons for the hedgehog decline.
- Possibly preparing articles about Hedgehog St for the Trust's publications and website and for relevant external organisations