



Manx
Wildlife Trust
Treisht Bea-Feie
Vannin

Volunteer Handbook

Version: April 2026

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Welcome from our CEO



Thank you for opening our Manx Wildlife Trust (MWT) Volunteer Handbook, which hopefully means you are one of our volunteers, or are thinking about applying to become one! Volunteers are the heart of MWT, which began as a completely volunteer run organisation over 50 years ago. Since then MWT have grown into a charity now employing over 30 paid staff, but still our MWT volunteers are the heart of our operations.

Our precious MWT Nature Reserves are maintained by our Midweek Muckers, Ballachurry Bashers, Onchan Wetlanders and many others. Our Nature Discovery Centres and Gift Shops are run entirely by volunteers, our Northern and Southern Groups organise and deliver a fantastic annual programme of activities and events, and many, many other individuals help out with a variety of tasks including; marine work, upland peat surveying, wildlife monitoring and managing our members.

We are keen to expand our volunteer team and we would be delighted to hear from people who would like to help us. There are many tasks within MWT that could be done by volunteers to help us achieve our conservation goals, including office work, maintenance, construction, fundraising, events organisation, education and even social media. Please contact us if you have time to give. We would be keen to see how your skills could help us, or indeed how we could help you learn new skills while helping us!

It is a crucial time for our natural environment and biodiversity conservation, and by your volunteering and wider support for MWT you will/do make a genuine and significant positive difference for nature in the Isle of Man. As well as actual working, our volunteers are crucially ambassadors for MWT, informing people about our work and encouraging more people in the Island to care for nature, support us and hopefully, like you, join our wider team.

Myself, the MWT Trustees and my colleagues in the staff team are hugely appreciative of the contribution made by our volunteers and we all aim to make any volunteering with us a rewarding and enjoyable experience. This MWT Volunteering Handbook is a key part of our guidance and support and should be used as a reference throughout your volunteering experience with us.

Thank you for being part of #TeamWilder!

Graham Makepeace-Warne



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About Us

MWT is the leading nature conservation charity in the Isle of Man with over 1,200 members plus supporting local businesses - working together to protect and enhance the Island's natural environment. With over 50 years of impact, MWT manages 35 nature reserves, delivers conservation and community projects, and advocates for policy change in support of wildlife and climate resilience.

Our Vision:

The Isle of Man's land and waters rich in wildlife, where nature matters to all.

Our Mission:

To protect and enhance our environment, create more spaces for wildlife and inspire people to act for nature.

Find out more at www.mwt.im/about-us





FUNDING & GOVERNANCE

Manx Wildlife Trust (MWT) is a **registered charity (No. 225, Isle of Man)**. Our work depends on funding from a variety of sources including:

- Membership subscriptions
- Donations
- Legacies
- Corporate membership, sponsorship, donations and fees for team-building events
- Grants for specific projects
- Delivering contract work (e.g. education services or consultancy work)
- A wholly owned subsidiary company, Wildlife Ltd, runs Gift Shops in Peel and Douglas and its profits are paid over to Manx Wildlife Trust.

MWT is **governed by a Council of Trustees** that meets at least four times a year. The Board ensures that MWT is governed effectively and makes strategic decisions such as approving new policies.

MWT is part of the network of Wildlife Trusts established throughout the British Isles.

MWT's small and expert team of dedicated staff are lucky to be able to rely on a group of passionate volunteers who dedicate thousands of hours per year towards our conservation work.

Visit mwt.im/about-us for more information.

Find a list of current trustees and staff at mwt.im/the-team

VOLUNTEERING AT MWT



WHAT IS A VOLUNTEER?

MWT relies heavily on its team of dedicated volunteers, without whom much of the work we do for wildlife would not be possible. MWT recognises a volunteer as someone who willingly gives up their time and energy to MWT without financial gain. There is a mutual arrangement from which both MWT and the volunteer benefit.

WHO CAN VOLUNTEER?

We have volunteers of different ages and from all walks of life, with a wide range of skills and interests. Most of our roles are for those aged 18 and over, but occasionally we have opportunities for younger people as well. If you are interested in wildlife and our natural environment, we will have something to suit you!

WHY VOLUNTEER WITH US?

Volunteering has many benefits, both for the volunteer, MWT and wildlife. Volunteers get the chance to help protect wildlife, while keeping fit and active. There are opportunities to socialise and meet like-minded people, learn new skills or practice old ones, find out more about wildlife, get out into the fresh air and, importantly, have fun. Volunteering provides a means for individuals to be engaged with local conservation projects literally on their doorstep. This helps us all to value wildlife and to recognise that it is all around us – even in the middle of towns.

Volunteering can improve your chances of future employment or give you the opportunity to continue using skills after retirement. We like to think that we have the ideal opportunity for everyone who comes to us – so why not put us to the test?



Whatever volunteering role you undertake, you can be sure that your work is valued and is making a real impact for Manx wildlife.

HOW DO WE SELECT OUR VOLUNTEERS?

People interested in volunteering are asked to complete a volunteer registration form, available through our online portal at mwt.teamkinetic.co.uk (**preferred**), on a paper form from Volunteer Coordinators, or by email from enquiries@mwt.im. Here, you can indicate what kind of volunteering you might be interested in. You can see a list of current volunteering opportunities through the online portal or at mwt.im/volunteering, where you can also apply for specific opportunities.

WHY REGISTER AS A VOLUNTEER?

We ask volunteers to register as a means of contacting you regarding your volunteering opportunity, to share any vital health and safety information, and so that your volunteering is covered by our insurance. You can also inform us about any experience you might have, and of your interests, if you wish. You may choose not to answer any optional information.

DO VOLUNTEERS HAVE TO BE MEMBERS?

Some people help MWT by donating money or becoming a member and others help by volunteering their time; we are very grateful whichever you do! As a member, you will receive extra benefits including our bi-annual members magazine Manx Nature, a discount in our gift shops and an invitation to our AGM. You can become a member at <https://www.mwt.im/join>.

WHAT DO OUR VOLUNTEERS DO?

MWT volunteers are involved in a wide range of roles, ranging from practical hands-on conservation work to indoor tasks. If you enjoy getting outdoors, you could help with tree planting, scrub clearance, and survey work to name but a few. We have lots of opportunities to help in other ways as well: You could get involved with fundraising, welcome people to one of our Nature Discovery Centres, help in our office or work in our gift shops.



VOLUNTEERING ROLES

MWT offers many volunteering opportunities, which vary by season and by need. You can see current volunteering opportunities for which you can apply at mwt.im/volunteering or on our digital volunteering portal, mwt.teamkinetic.co.uk. We'll often post about volunteering opportunities on our social media as well. If you need any help, please email enquiries@mwt.im.

NATURE DISCOVERY CENTRES

We have two NDCs – the Ayres Nature Discovery Centre in the North and Scarlett in the South. They provide information on their surrounding area and on the work of MWT. They are open during the summer months only; all are run by volunteers.

OUR GIFT SHOPS

Located below our offices at Market Place, Peel, and at the Sea Terminal, Douglas, our shops are volunteer-run enterprises, with all proceeds going directly to our conservation work. Volunteers take different shifts throughout the week to run the shop. Shops also provide information about the work of MWT, events, wildlife and conservation.

CONSERVATION ON OUR RESERVES

Throughout the year, the teams carry out practical conservation work on our reserves. Most tasks are done using hand tools, using traditional methods, helping to increase the conservation value of the land, resulting in a haven for wildlife and people alike.

EDUCATION AND PUBLIC ENGAGEMENT

We regularly need volunteers to assist with educational sessions, give talks and help with our social media and communications, or help at events, such as the Festival of the Sea.

MARINE AND CALF OF MAN VOLUNTEERS

MWT offers a range of marine volunteering opportunities, from accessible roles like wildlife recording and public engagement to more specialist work such as marine mammal medic support, shark tagging and roles on the Calf of Man. These roles suit a wide range of experience levels, with some open to anyone keen to get involved and others requiring training, specific skills, or prior knowledge.

SURVEY WORK

Monitoring of wildlife is an essential part of any conservation task and volunteers are integral to this. If you have any particular skills and expertise surveying a particular species or species group, your expertise could be put to great use. You could also join one of our interest groups and improve your knowledge and identification skills. We also need volunteers to help record marine mammal strandings, provide a 'seal sitting' service and contribute to surveys, for example, of seals, nudles, beach litter and invasive species. Training is given for these roles.

ADMIN SUPPORT

If the idea of being outside in all weathers doesn't appeal, there are also lots of opportunities to volunteer indoors at our office in Peel. Typical work in the office could involve data entry, organizing files, creating documents and digitizing paperwork.

SUPPORTER GROUPS

MWT has two local Supporters groups, our Northern Group and Southern Group, which organise fundraising events and practical work parties in their region.



VOLUNTEERING PROCEDURE

Steps to becoming a volunteer.

1

REGISTER

Register through the online portal at mwt.teamkinetic.co.uk, by email to enquiries@mwt.im or using a paper form (see “Registering as a Volunteer overleaf for a guide to registering).

2

APPLY

Express an interest in opportunities through your online portal, by email or on your paper form. A list of volunteering opportunities can be seen on mwt.teamkinetic.co.uk, through our website at mwt.im/volunteering, or you may request one by email.

3

OPPORTUNITY ASSIGNED

You’ll be invited to join opportunities by email or phone. If you’ve applied online, you’ll also be able to see them through your online portal.

4

INDUCTION AND TRAINING

Depending on your role, you may need to have an induction and training before starting your role. This can be discussed with your volunteer coordinator.

5

KEEP YOUR DETAILS UPDATED

Remember to update your details, particularly key health information, your contact and your emergency contact. You can do this directly online, through your Volunteer Coordinator or email to enquiries@mwt.im.

REGISTERING AS A VOLUNTEER



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If you would like to volunteer at MWT, you will need to **register**. You can choose to register online at mwt.teamkinetic.co.uk.

At MWT, registering online means you can update your personal information yourself, and apply to join volunteering opportunities online if you wish.

If you prefer to fill in a paper form, or would like some help registering, please ask your Volunteer Coordinator or email enquiries@mwt.im.

1. Go to <https://mwt.teamkinetic.co.uk/>
2. Enter your **email address**



Thank you for registering with Manx Wildlife Trust and joining [#TeamWilder](#).

You can log on at <https://mwt.teamkinetic.co.uk/volunteers/dashboard> using and the password you created when registering.

You will hopefully have already found a great opportunity to join and are gearing up to get involved!

Click here!

3. Check your email and click the **link** to confirm your email address (check your spam if you don't see the email)

4. **Fill in the questionnaire.** This provides us with your details, including emergency contacts, health and safety information, prior experience and key demographic information for inclusivity. **Your information is not used for any purpose outside of MWT Volunteering.**

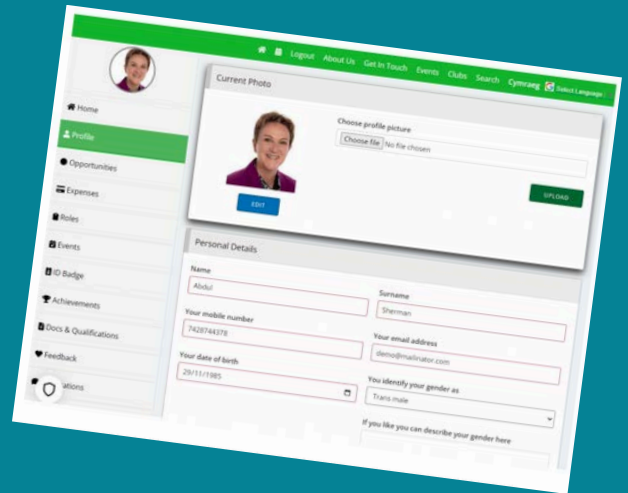
You're now registered!

USING OUR ONLINE PORTAL

On registering, you'll receive a welcome email.

You can now also take a look on your dashboard page. You can access the various sections from the menu on the left.

Hit the profile section to **check your recorded details, add a photo, and check your home location details** so we can make sure we can find opportunities close to you.



Search for volunteering opportunities from the search bar at the top. Hit the search button to see the latest opportunities and then use the search filters to narrow down your search.



Some opportunities allow you to join up straight away and start volunteering immediately. Others have certain prerequisites which you will be informed of when you view the opportunity details. **Click 'apply' on the opportunity, and someone will be in touch.**

If you need help, check the Resources & Help section on your dashboard, hit the Get In Touch link at the top right of the page or email enquiries@mwt.im

If you don't wish to use our online portal...

- Once registered (via paper form, email or online), ask your volunteer coordinator or staff contact to update your details, particularly your emergency contacts and any relevant health information.
- Email enquiries@mwt.im to ask about available volunteering opportunities

ADMINISTRATION, POLICIES AND PROCEDURES

DATA PROTECTION

Information about our volunteers is kept securely in accordance with GDPR guidelines. For more information, please refer to Appendix II or look at our privacy policy on our website: mwt.im/privacy-policy

EXPENSES

If specific equipment is needed for your role, this should be purchased by your staff contact or volunteer leader. However, if this is not possible and you need to purchase the item, you can claim back the money for this. However, before purchasing anything, please check this with your contact or leader.

TIMESHEETS

Keeping track of volunteer hours can be challenging. If you are part of a work party, a record will be kept by your leader, so you won't need to fill in a timesheet. If you are working independently, you will be asked to keep a record of your hours and submit them to your staff contact on a regular basis.

FINISHING VOLUNTEERING AT MWT

We are aware that circumstances change and you may feel that you are no longer able to continue volunteering with MWT. We like to thank all volunteers for the time they have given and ask that, if they can no longer continue, they inform their staff contact or volunteer leader. Volunteers have the opportunity to give feedback on their volunteering experience, and if they wish to do so they can contact enquiries@mwt.im for a feedback form. Volunteers may request a reference from their time working with MWT.

HEALTH AND SAFETY

OUR RESPONSIBILITIES

- We will ensure that health and safety standards are met and that you are aware of details relevant to your role.
- The emergency details you provide upon Volunteer Registration are held securely and are visible to your volunteer leader for use in an emergency situation.
- For all volunteer activities, a risk assessment will be undertaken and participants will be briefed on any health and safety concerns beforehand.
- All registered volunteers taking part in MWT Volunteering are covered under MWT's insurance policy. If you have any questions regarding your coverage, speak with your staff/volunteer leader contact.
- You should report any incidents or accidents to your staff contact or volunteer leader, who will then follow appropriate procedures.

YOUR RESPONSIBILITIES

- Please ensure you receive, read and understand relevant health and safety documentation, including the MWT Health and Safety Handbook, available through your online volunteer portal at mwt.teamkinetic.co.uk, at mwt.im/healthandsafety, or through your volunteer leader. Information specific to your role will be provided by your staff contact/volunteer leader. If you feel you have not received the necessary information, please ask your staff contact/volunteer leader or email enquiries@mwt.im
- Please make your staff contact or volunteer leader aware of any health issue which may affect your ability to undertake your role or which they should be aware of in the event of an emergency. This information should be recorded on your registration form. If your health changes, please inform your staff contact/volunteer leader so they can update the database.
- All volunteers are asked to adhere to policies and procedures relevant to their role. For information about these, please read the relevant section of the handbook or ask your staff contact or volunteer leader.

SAFEGUARDING

Safeguarding is everyone's responsibility at MWT, and volunteers play a key role in helping to create a safe, inclusive environment for children, young people and adults at risk. MWT is committed to high standards of safeguarding, with clear procedures to ensure concerns about abuse or neglect are taken seriously. As a volunteer, you are expected to remain aware, act with care and respect, and raise any concerns in good faith.

If someone shares a concern with you, or you notice something that doesn't feel right:

- Listen carefully, stay calm and take it seriously.
- Reassure the individual that they did the right thing in telling you, record the facts (only), and report the concern promptly to your Volunteer Coordinator or to the MWT Designated Safeguarding Lead.
- **Do not investigate, ask leading questions, promise confidentiality, or share information with others who do not need to know.**
- **If there is immediate risk of harm, contact emergency services first and do not leave the individual until a professional arrives. Never put yourself at risk.**

MWT provides safeguarding induction and guidance for all volunteers, and ensures activities are delivered safely with appropriate supervision and risk assessment. The MWT Safeguarding Procedure is available through your online volunteering portal at mwt.teamkinetic.co.uk, at mwt.im/about-us/our-safeguarding-procedure, through your Volunteer Coordinator or the MWT Designated Safeguarding Leads.

Volunteers must follow safeguarding procedures, respect boundaries, and maintain confidentiality. By doing so, you help ensure that everyone engaging with MWT feels safe and supported.

MWT Designated Safeguarding Leads:

Carmel Croukamp | carmel@mwt.im

Tiphaine Claveau | tiphaine@mwt.im

WHAT YOU CAN EXPECT FROM US

MWT has responsibilities to you as a volunteer and these will vary depending on your role.

INDUCTION AND TRAINING

Once you have registered and have been offered a volunteering opportunity, a staff contact or volunteer leader who will welcome you and provide you with the appropriate induction to MWT and training for your role. They'll explain what is expected of you, show you around, introduce you to other staff/volunteers and explain any systems and procedures that you need to be aware of.

- If you feel you need more training in order to feel confident in your role, please inform your staff contact or volunteer leader.
- We will endeavour to make good use of your skills, knowledge and abilities. If you feel that you would like to undertake more challenging tasks, please discuss this with your staff contact/volunteer leader
- We will provide you with clear instructions and any training necessary to carry out your role.

SUPPORT

- The amount of supervision and support offered will depend on the role and the needs of the individual. Normally this will involve regular informal chats with your staff contact or volunteer leader, when you should be able to ask questions or raise concerns before they become an issue.
- If you have any concerns that you are not able to raise in the above way, please contact our office at enquiries@mwt.im (further contact details on last page) and we will endeavor to resolve the issue.



WHAT WE EXPECT FROM YOU

LEVEL OF COMMITMENT

In order to make workable arrangements, volunteers are asked to agree an intended level of commitment. This will vary depending on the role and personal circumstances, but it is important that MWT staff/volunteer leader know what they can expect from volunteers. If your circumstances change and you need to alter your volunteer commitment, please let your staff contact or volunteer leader know.

CONFIDENTIALITY

We ask volunteers to respect the confidentiality of information that you may become aware of whilst volunteering. As part of your recruitment, you will be asked to sign a confidentiality agreement.

REPRESENTING MWT APPROPRIATELY

Volunteers are often in positions where they informally represent MWT to the public e.g. talking to visitors at nature reserves or at public events. We ask volunteers to positively present MWT and its work when dealing with the public and other organisations, and to avoid bringing our name into disrepute.

If you would like further information about MWT's work, please ask your staff contact. If you cannot answer someone's question about MWT, or you receive a complaint, please refer the issue to your staff contact or volunteer leader.


BRANDING

When talking about MWT, you can use MWT or "Manx Wildlife Trust", but never "the Trust". If you're designing a leaflet, poster or other communications for MWT or related activities, use the correct, updated logo and refer to the MWT Brand Guidelines. These are available from our Communications Officer, Marnie Kelly, marnie@mwt.im.

COMMUNICATION

MWT encourages open two-way communication between staff and volunteers, and we value your feedback on your experience, whether positive or negative. Volunteers are vital to our mission, and you may be asked to share feedback during or at the end of your volunteering, as well as take part in reviews. These provide an opportunity for staff to offer feedback and for you to raise any concerns, share ideas and discuss how you would like to develop your role.



An aerial photograph of a rugged coastline. The top half of the image shows steep, layered rock cliffs in shades of grey, brown, and tan, with some green vegetation. The bottom half shows the ocean, with a shallow turquoise area near the shore transitioning to a deeper blue. White waves are crashing against the rocks.

A huge thanks to you and to all of our
volunteers – for all your time, your hard
work, your ideas and the enjoyment of
your company.

The strength of Manx Wildlife
Trust revolves on the
partnership between
volunteers and staff, working
together to protect Manx
wildlife for the future.
Whatever time you give
- many thanks!

STAYING IN TOUCH

Stay connected to your volunteering opportunities and to volunteer at MWT via our online portal at mwt.teamkinetic.co.uk

Visit our website: mwt.im

Follow us on social media:



[instagram.com/manxwt](https://www.instagram.com/manxwt)



[facebook.com/ManxWildlifeTrust](https://www.facebook.com/ManxWildlifeTrust)

CONTACT US

If you have any initial questions about volunteering please contact our General Enquiries.

Tel: (01624) 844432 9am till 1pm (Monday to Friday)

Email: enquiries@mwt.im

Post: Volunteering, Manx Wildlife Trust, 7-8 Market Place, Peel, IM5 1AB

All feedback and suggestions on volunteering at MWT are most welcome - Please do get in touch.



APPENDIX I:

DATA PROTECTION POLICY

Manx Wildlife Trust (MWT) has processes in place to ensure that your data is handled in compliance with the General Data Protection Regulations (GDPR). This covers 6 Principles:

LAWFULNESS, FAIRNESS AND TRANSPARENCY

We ask for your personal data for the legitimate interest of being able to manage your membership, volunteering, employment or other relationship with MWT.

We ask for your consent to allow us to keep you up to date with events and other MWT activities in which you may be interested including fundraising and volunteering.

We do not disclose your data to Third Parties.

PURPOSE LIMITATION

We collect your data for explicit and legitimate purposes in relation to your specific involvement with MWT, for example, as a member, volunteer, employee or contractor.

DATA MINIMISATION

We only collect personal data which is adequate, relevant and limited to what is necessary to the purposes for which they are processed.

ACCURACY

We strive to ensure that your personal data is accurate and up to date. Please help us to achieve this by notifying us of any changes in your personal details.

STORAGE LIMITATION

Data will be kept only for as long as you are a member, volunteer or employee of MWT or for as long as you have another relationship with MWT, for example, a contractor.

INTEGRITY AND CONFIDENTIALITY

We process data in ways that ensure its security including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage. Your data is held securely on our Password Protected IT systems. Access to it is limited to the staff and/or volunteers who have specific responsibilities for managing the data and using it for legitimate or consented purposes.

If you have any queries about your personal data held by MWT, please contact Steven Wright on 844432 or enquiries@mwt.im. Any unresolved issues will be raised with MWT's CEO and you have the right to raise any concerns with the Island's Information Commissioner. Any identified data breach likely to be a risk to an individual or MWT will be referred to the Information Commissioner within 72 hours of its discovery.



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