Liaison Officer

ORANGUTAN APPEAL UK

Location	Sepilok Orangutan Rehabilitation Centre, Sabah, Malaysian Borneo
Duration	3 months
Salary	This is a voluntary position
Included	Return flights from London Heathrow, accommodation & weekly living allowance. There is no fee to take part in this placement
Schedule	8am – 12.30pm and 2pm – 6.00pm 5 ½ days per week
Eligibility	Open to UK residents only

About the role

This is a rare opportunity to join Orangutan Appeal UK as our Liaison Officer, based at Sepilok Orangutan Rehabilitation Centre in Borneo. You will act as the key link between our UK office and our work on the ground, representing the charity at Sepilok and supporting public education, engagement and fundraising, as well as providing administrative and communications support to the UK team.

This role is suited to individuals with an established interest in conservation who are looking to apply their skills in a structured, professional volunteering placement. We are looking for someone with excellent interpersonal skills, a high level of maturity and professionalism, and a demonstrated commitment to conservation, for example through volunteering, relevant education, supporting conservation charities or related experience.

The role is varied and demanding, and you will be the only volunteer based at Sepilok, with your main team based in the UK. Although you will be working amongst local staff and interacting with visitors throughout the day, you will be responsible for managing your own workload, organising your time effectively and taking direction remotely. Living in this relatively remote location can sometimes feel isolating, so you must be self-motivated, independent and comfortable with your own company.

You should also be physically fit and prepared to work in a hot and humid environment, spending long periods on your feet and walking several kilometres each day.

Please note: there is no direct contact with orangutans in this role.

Main Responsibilities

Public Engagement and Education

- Act as the primary point of contact for visitors
- Provide clear, engaging information about the orangutans at the centre
- Deliver short presentations throughout the day to introduce the work of Sepilok and Orangutan Appeal UK
- Help visitors appreciate and enjoy their time at the centre through informative yet unobtrusive interaction
- Share insights on the challenges orangutans face and practical ways visitors can support conservation efforts
- Maintain and update educational displays and materials to support visitor learning

Fundraising

- Promote our symbolic adoption scheme to visitors and work towards achieving the minimum weekly adoption target
- Explain how donations and adoptions directly benefit orangutan conservation
- Invite additional support through online merchandise sales and one-off or regular donations
- Encourage ongoing engagement via newsletter sign-up and social media

Communication & Reporting

- Maintain daily email communication with the UK team, supplemented by regular video calls, providing updates on activities, progress and any developments.
- Submit a weekly written report covering key activities and developments
- Receive and collate weekly reports from our local team
- Maintain a positive, respectful working relationship with all staff at the centre
- Handle sensitive information and personal data with complete confidentiality

Financial Accounting

- Process cash and credit card transactions
- Keep a daily accurate record of all income and expenditure
- Prepare and submit weekly accounts in Excel, including scanned receipts
- Handle, store and secure cash safely
- Ensure transparency and accountability in all financial record-keeping

General Duties

- Host visiting supporters, partners or VIPs, when required
- Maintain good working relationships with all staff at the centre
- Respect local customs and cultural practices, and build positive local relationships
- Ensure your accommodation is kept clean, tidy and in a good state of repair
- Represent Orangutan Appeal UK professionally at all times, both on and off duty
- Follow all local safety guidance and avoid entering the rainforest reserve unaccompanied
- Adapt to additional duties as needed to support the success of the role

Person Specification

- Proven interest or involvement in conservation - practical, academic or voluntary
- Warm, friendly and approachable
- Strong public speaking and communications skills
- Confident in answering questions and engaging an audience
- Self-motivated with a proactive 'can do' attitude
- Experienced in sales and customer service
- Able to work independently and take direction remotely
- Excellent accuracy and attention to detail, especially in transcribing information
- Calm under pressure and able to manage multiple tasks
- IT proficient in MS Excel, Word, Outlook, Google Meet, Dropbox and WhatsApp
- High degree of personal responsibility, discretion and professionalism
- Previous experience in a similar role or working overseas (desirable)

You must also be:

- ✓ In good health and physically fit
- ✓ Able to be on your feet for long periods and walk several kilometres each day in hot and humid conditions
- ✓ Resilient, self-reliant and comfortable living and working independently in a remote environment
- ✓ Able to cope with the demands of daily practical work over extended periods.
- ✓ Fully vaccinated against Covid-19
- ✓ Prepared to declare any health issues that could affect safe performance of the role or obtaining travel insurance.

How to Apply

Apply directly through our website or email your CV and a cover letter to Hannah at admin2@orangutan-appeal.org.uk.
Please include your motivation for applying, what makes you a suitable candidate, and how your skills and experience align with the responsibilities outlined.

Accommodation, Travel & Allowance

- Basic, self-contained accommodation is provided in the rangers' village, just a short walk from the centre. You will normally have the accommodation to yourself, although sharing may occasionally be required. Applicants should be prepared for interruptions to water and electricity supplies. There are hotels and resorts with places to eat within walking distance but you will need to arrange transport to reach supermarkets, shops and other amenities.
- A weekly living allowance, paid periodically throughout the placement, covers local costs such as food, water and personal travel.
- Return flights from London Heathrow to Sandakan are arranged and paid for by Orangutan Appeal UK.
  Any additional travel costs are the responsibility of the Liaison Officer.
- Candidates must cover the cost of travel to our UK office for an interview and a one-day induction.
- Candidates are responsible for arranging and funding required vaccinations, medications and travel insurance.
  Evidence of this will be required.