

JOB DESCRIPTION

Seasonal Visitor Centre and Site Assistant

Hours of work: 21 hours per week

Type of contract: Fixed term, 6 month contract during peak season April - October

Based at: The Nature Discovery Centre

Salary Band: Band A

BACKGROUND

The Berkshire, Buckinghamshire and Oxfordshire Wildlife Trust (also known as BBOWT) was formed in 1959 and has a vision of an environment rich in wildlife for everyone, valued by all. We aim to lead the way to nature's recovery through innovative land management, and connect people with nature to improve their wellbeing. We work in partnership and through collaborative projects with local communities, businesses, land owners and local authorities. In the three counties BBOWT owns or manages over 80 nature reserves covering 2,500 hectares. We have more than 50,000 members, employ over 100 professional staff, and have active support from more than 1,350 volunteers. Each year around 12,000 schoolchildren visit our education centres. BBOWT has an annual turnover of over £6 million and receives income from membership subscriptions, grants and donations. BBOWT is one of 46 Wildlife Trusts working across the UK, each is a corporate member of the Royal Society of Wildlife Trusts.

Our mission – To create a Living Landscape across our towns, cities and countryside and inspire our communities to act for nature.

Our aim – To lead the way for nature's recovery and connect people with nature, so that:

- Our soil and water resources are managed to create functioning ecosystems and wildlife-rich places.
- Local communities, decision-makers, landowners and business work with and for nature.
- People recognise their dependence upon nature and its value to their mental and physical wellbeing.

JOB PURPOSE

- To promote the enjoyment and welfare of our visitors by providing exceptional customer service and assist with the daily operation of the busy visitors Centre

REPORTING LINE

Reports directly to Nature Discovery Operations Officer

STAFF MANAGEMENT

This post has no line reports.

KEY RESPONSIBILITIES

- Promote quality customer service at all times, dealing with comments and reporting more serious issues to the duty manager
- Delivery of site management duties including mowing, strimming and fencing to enable visitors to have a safe and valued experience at NDC
- Meet and greet all visitors to the Centre in a welcoming and friendly way
- Assist in the preparation and operation of events and activities

- To undertake duties as a First Aider.
- Delivery of building and facility management duties including general housekeeping, litter picking and small maintenance tasks
- Assist Operations and Engagement Officers in the delivery of activities on site
- Promote membership of BBOWT to our customers
- Ensure the Visitor Centre, admissions kiosk and outdoor seating areas are well presented, tidy and promote a quality visitor experience
- Deal with the Trust incoming post as required
- Deal with the Trusts incoming calls positively and professionally, taking comprehensive messages where needed
- Support and encourage volunteering within the visitor centre
- Adhere to all Trust policies, procedures and systems. To represent the Trust in a professional manner and to act at all times in a manner which will not damage its reputation.
- To ensure that all health and safety obligations are met in all aspects of the role
- To provide regular reports as required
- To engender a culture of membership recruitment within the team
- Any other duties as delegated by the line manager, Head of Department or Chief Executive

PERSON SPECIFICATION

	Essential	Desirable
Experience of working with the general public in a busy environment	✓	
Experience of outdoor facility grounds maintenance	✓	
A practical, 'can-do' attitude and willingness to 'get stuck in'	✓	
Welcoming and approachable	✓	
Confident in dealing with public in difficult or very busy situations	✓	
Experience of working with a range of different audiences	✓	
First Aid at Work certification	✓*	
Defibrillator certification	✓*	
Evacuation Chair certification	✓*	
Proficient IT user (MS Word, Outlook, Excel)	✓	
An existing interest in wildlife, or a desire to learn	✓	
Excellent organisational skills, ability to work under pressure and to meet deadlines	✓	
Ability to deal with the public, Trust members and volunteers in a friendly and professional manner in a variety of situations	✓	
Willingness to work regular weekends (one in two) and occasional Bank Holidays	✓	
Ability and willingness to demonstrate the BBOWT values of Integrity; Respecting Others; Personal Responsibility; Team Work; and Learning Culture	✓	

✓* Means that the certification must be achieved within 6 months of being appointed in post (if not already qualified). In these instances, the candidate appointed will receive appropriate training and two opportunities to pass assessments to ensure that they do meet the criteria. The training and assessments will take place within the six month probationary period or a longer period if agreed by the Trust. A consistent failure to achieve an adequate standard in tests for 'essential' skills is likely to mean that the employment will be terminated.

MEASUREMENTS OF SUCCESS

- Completion of tasks highlight as part of building and site walkabouts
- Visitor satisfaction surveys
- Contribution to the annual Berkshire Workplan