

JOB DESCRIPTION

Commercial and Administration Manager

Hours of work: 28 hours per week, to be worked Tuesday to Friday, with occasional weekend and bank holiday working, in accordance with the NDC rota

Type of contract: Permanent

Based at: The Nature Discovery Centre (NDC), Thatcham

Salary Band: 5

BACKGROUND

The Berkshire, Buckinghamshire and Oxfordshire Wildlife Trust (BBOWT) is the only charity working to safeguard wildlife and natural landscapes across the three counties. Founded in 1959 by a small group of volunteers, we now have more than 27,000 memberships and 1,700 volunteers. We own or manage more than 80 nature reserves and work in partnership on conservation projects with local communities, businesses, landowners and local authorities. Each year around 12,000 schoolchildren visit our four education centres. We have strong finances, with an annual turnover of £6 million and we're proud of our highly effective and dedicated team of 150 staff.

BBOWT is part of a national network of 46 Wildlife Trusts, which means our work has a bigger impact, making a difference for wildlife beyond our three counties.

Our 'Wilder' plan for 2021-2026 sets one simple overarching aim: to create more nature everywhere. To do this, we need to inspire people to take action and do all we can to restore wilder landscapes.

Our three main goals are to:

- Put nature into recovery
- Empower people to act for nature
- Secure our future

JOB PURPOSE

- Responsible, as a key member of the NDC management team for the smooth and efficient operation of all the commercial, finance and admin systems within the visitor centre
- To manage and promote the income generating potential of three core trading operations: The Lakeside Room, Lakeside Shop, and BBOWT's online shop, as well as assisting in the development of other trading operations such as outdoor space hire
- Fulfilling a key management support role as Duty Manager
- Working closely with the Visitor Centre Manager and other team members to ensure the enjoyment and safety of our visitors.

REPORTING LINE

Reports directly to the NDC Visitor Centre Manager

STAFF MANAGEMENT

This post has no line reports, however it does manage a volunteer team of Visitor Centre Assistants

BUDGETARY RESPONSIBILITIES

The post holder has responsibility for managing the NDC shop budget (overseeing shop income and expenditure) and room hire

KEY RESPONSIBILITIES

Commercial Management

- Lead the retail offer of the Lakeside Shop and online shop to promote income generation and maximise profit: including developing new retail lines and ensuring all stock is appropriate for the site
- Manage the budget for the shop to maximise income
- To support the trading operations including the café and shop operations when needed and to handle cash in line with Trust procedures
- Management of relationship with tenant at Snelsmore café
- Promote room hire and outdoor facilities hire and manage the administration of all bookings and financial processing
- Ensure all commercial and contractual obligations are in place and upheld
- Assist with promotions and marketing of the commercial offerings and events via social media and other relevant forums

NDC Administration and Management

- To act as NDC Duty Manager as required (including working up to 1 in 4 weekends and occasional Bank Holidays)
- Manage volunteer Visitor Centre Assistants. This includes volunteer rota management, volunteer training, supporting execution of BBOWT promotions at the centre and working across all NDC and BBOWT teams to ensure a seamless customer focussed delivery
- To be responsible for banking and reconciliation, managing the petty cash account, invoice management and financial/stock weekly and month-end returns
- Lead and support any events, to include set up and close down of any equipment for the event, assisting the event staff and volunteers (external or internal) to prepare for the event, answering visitors' questions about the event
- To design and manage the presence at the main reception area, covering reception area as and when required
- Promote, support and develop other volunteering opportunities at the Centre

Contracts and supplier management

- Oversee the contracts and supplier management for the shop and room hire for the visitor centre ensuring that value for money is prioritised
- Work with College Lake as appropriate to deliver cost savings from shared procurement opportunities
- Manage all stock control processes at the visitor centre, ensuring that stock counts are taken quarterly for the shop and café

Overall obligations

- To ensure that all health and safety obligations are met in all aspects of the role
- To provide regular management and operational reports as required
- To engender a culture of membership recruitment within the team
- 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
- Active public face of BBOWT and promote a positive image of the Trust in person and through social media to all visitors
- Any other duties as delegated by the line manager, Finance & Operations Director or Chief Executive

PERSON SPECIFICATION

	Essential	Desirable
Excellent interpersonal and communication skills at all levels and ability to remain professional when under pressure	✓	
Confident in dealing with public to deliver exceptional service often in difficult and very busy situations	✓	
Track record in effective staff or volunteer management and leading a customer focussed team	✓	
Methodical and accurate approach to administration and problem solving	✓	
Proven budget management experience	✓	
Ability to deal effectively with suppliers and contractors in a professional manner	✓	
Experience of retail operations, including purchasing, supplier management, inventory management, promotions, pricing, store design	✓	
Strong negotiation skills	✓	
A practical, 'can-do' attitude and willingness to 'get stuck in'	✓	
Track record of developing new initiatives	✓	
Willingness to work up to 1 in 4 weekends and occasional Evenings	✓	
First Aid at Work certification	✓*	
Food Safety certification	✓*	
Defibrillator certification	✓*	
Evacuation Chair certification	✓*	
Fire Marshall certification	✓*	
Proficient IT skills with a working knowledge and understanding of MS Office functions such as Word, Excel, Outlook, the internet, and social media	✓	
Excellent organisational skills, ability to work under pressure and to meet deadlines	✓	
Experience of facilities management or demonstrable relevant and transferable skills in a similar role		✓
Experience of cash handling and reconciliation	✓	
Possess an existing interest in wildlife		✓
Ability and willingness to demonstrate the BBOWT behaviours of Connect; Grow; Lead by Example; Positivity; and Conscious Inclusion	✓	

✓* 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

- Effective budget management
- Income generated against targets
- Effective appointment and management of service contracts
- Effective communication with customers, colleagues and volunteers
- Well managed, documented finance and administrative systems in operation at the NDC