

**Job Description**

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| Job Title: | Visitor Services Assistant |
| Department: | Commercial |
| Responsible to: | Conference and Events Officer |
| Pay Band: | Minimum wage |
| Hours: | Various – Zero hour Contract |
| Location: | Wolseley |

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| **Background Information:** |
| Our mission statement is:  *“Staffordshire Wildlife Trust protects and enhances the wildlife and wild places of Staffordshire and promotes understanding, enjoyment and involvement in the natural world.”*  A registered charity established in 1969 we are one of 47 county Wildlife Trusts throughout the UK and are supported by over 15,000 members.  The Trust owns or manages 27 nature reserves covering an area of over 3,600 acres. Our 60 staff are based in six locations around the county including our Headquarters at Wolseley Bridge, Stafford, with our work divided up into four departments: People Engagement & Resources, Conservation Delivery, Fundraising, Communication & Membership and Commercial. The Trust has a diverse workforce including site wardens, wildlife surveyors, community and education officers, catering and administration staff.  In addition, we have two trading companies, one looking after the trading side of our business including a café at Westport Lake Visitor Centre and three charity shops located in Rugeley, Penkridge and Leek.  The Visitor Services Assistant is a key post in terms of public engagement and interaction at the visitor centre. As well as providing regular weekend cover the post will support the regular volunteer team in the day-to-day administration functions of the centre. |

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| **Job Purpose:** |
| The post holder will be responsible for the day to day aspects of customer service at our Trust headquarters, through delivery of front of house, conference, fundraising and sales operations. |

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| **Responsibilities:** |

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| 1. Responsible for the day to day operations of the Wolseley centre facilities, to be the main point of contact on the day for conferences and customers, overseeing the set up and up-keep of front of house areas, meeting rooms and kitchen areas (includes elements of manual handling), particularly adhering to high standards of health and hygiene and customer service. 2. Supported by colleagues and volunteers, provide cover for the Wolseley Visitor Centre and assist visitors with purchases from the sales area. Duties to include but not limited to, opening and closing our Centre, till transactions, stock rotation, ordering and dealing with visitor enquires. 3. Assist in the provision of a range of administrative support to all staff, particularly answering the switchboard, dealing with general correspondence (electronic and mail), event bookings, courses, deliveries, ordering of stock and stationary. 4. First point of contact for conference booking administration, implementing room set ups, conducting knowledgeable show-rounds of the Wolseley facilities to new customers to actively encourage new business. Delivery of conferencing to a high standard to encourage repeat business. 5. All staff should recognise the contribution that membership makes towards the running of the organisation. The post holder is therefore expected to understand the need for high standards of service to existing members and recognise their role in contributing towards ongoing membership recruitment. 6. All opportunities to promote other fundraising events such as trails, Coffee Mornings, walks, talks, lottery and raffle and other activities to visitors should be maximised to support the fundraising targets of the Trust. All publicly available written information (e.g leaflets, interpretation boards, newsletters, trails) to be produced within SWT branding guidelines. 7. Support the Commercial Team in a variety of duties that may from time to time arise. 8. In order for the organisation to work effectively you may be required to assist with other areas of work and therefore you should be prepared to undertake other duties, appropriate to the post, as delegated by your line manager. 9. All staff are required to abide by organisational policies and procedures.   j) Raise awareness of the work of Staffordshire Wildlife Trust and be an ambassador for the Charity. |

Person Specification Job Title: Visitor Services Assistant

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| **Criteria** | **Essential** | **Desirable** | **Assessment method \*** |
| **Qualifications** | | | |
| First Aid Certificate |  | ✔ | AF/QC |
| **Experience** | | | |
| Some experience of working with public, ideally in a retail environment | ✔ |  | AF/I |
| Some experience of working with volunteers | ✔ |  | AF/I |
| Relevant clerical and administrative experience |  | ✔ | AF/I |
| Some experience of switchboard & cash handling |  | ✔ | AF/I |
| **Skills/knowledge** | | | |
| The ability to communicate clearly with members of the public at different levels. | ✔ |  | AF/I |
| Good telephone manner | ✔ |  | AF/I |
| Good organisational skills including the ability to prioritise workloads | ✔ |  | AF/I |
| Good communication skills | ✔ |  | AF/I |
| General office and administrative procedures, inc working knowledge of Indesign, Word, Excel & databases | ✔ |  | AF/I |
| Some knowledge of environmentally friendly working practices. |  | ✔ | AF/I |
| A basic understanding of nature conservation principles. |  | ✔ | AF/I |
| **Abilities** | | | |
| Friendly professional personality; an ambassador for the Trust. | ✔ |  | AF/I |
| Good organisational ability | ✔ |  | AF/I |
| Attention to detail | ✔ |  | AF/I |
| The ability to work under pressure and to deadlines | ✔ |  | AF/I |
| Job involves some manual handling such as   * Lifting sacks of bird food of up to 25 kilos * Moving and setting up conference/event tables and chairs | ✔ |  | AF/I |
| Occasional evening and weekend working will be required and therefore a flexible approach to working hours is essential. | ✔ |  | AF/I |

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* I = interview
* QC = qualification certificate
* AF = application form
* T = test or assessment
* P = presentation