

JOB DESCRIPTION

JOB TITLE	Centres Engagement Assistant
TEAM	Nature Recovery, Centres Team
GRADE	B
RESPONSIBLE TO	Centres Manager
RESPONSIBLE FOR	Volunteers

OVERALL ROLE

To engage and inspire visitors about the terrestrial and marine wildlife surrounding our visitor centres across Dorset. On rota as part of the wider staff and volunteer team to assist with running and be duty officer for the Kingcombe Visitor Centre. Overseeing day-to-day activities, supervising volunteers, supporting the retail operation, providing information for visitors and visitor management. Play a key role in the delivery of formal education activities for schools in terrestrial and marine habitats. Contribute to the planning and delivery of DWT's activity and events programme, which encompasses a range of walks, talks, children's activities and practical tasks. Actively promote membership recruitment at the centres and help build DWT's supporter base.

1. Key responsibilities

- Engage with visitors to promote interest and understanding of wildlife, the work of DWT and help manage visitor impact on the surrounding area.
- Assist with the planning and delivery of formal education activities for schools in terrestrial and marine habitats.
- Actively promote membership recruitment and help build DWT's supporter base.
- Assist with communications, publicity and marketing of centres as a shop window for DWT.
- Support and work with volunteers on a daily basis in running the centres and with practical and engagement activities.
- Contribute to the planning and delivery of our centres events programme.
- Contribute to planning and delivery of engagement events at the centres or in the local community when required.
- Assist with retail activities as directed, including sales, cashing-up, stock management.
- Assist with development of displays and resources
- Liaise with stakeholders, wardens and other DWT staff and volunteers as appropriate
- Act as Duty Officer for Kingcombe Visitor Centre, with occasional support at the Wild Chesil Centre.
- Help with the day-to-day running of the centres, ensuring all facilities are kept clean and tidy, and well maintained

2. Other Duties

All staff are expected to:

- Undertake any other duties appropriate to the post as delegated by the line manager;
- Contribute to other Dorset Wildlife Trust activities when required, to deliver the aims of the Strategic Plan;
- Engender a culture of membership recruitment within the team;

- Abide by organisational policies and procedures laid down in the Staff Handbook, including promoting equal opportunities particularly with regard to volunteer work.
- Take responsibility for Health and Safety in own work plans and activities and ensure that all activities are carried out in accordance with DWT H&S policies and procedures.

The role will have one regular place of work - Kingcombe Visitor Centre, with occasional work at Wild Chesil Centre.

This role requires regular weekend and bank holiday working. There also may be periodic travelling within the county with occasional journeys further afield; own vehicle may be needed. A valid driving licence is a requirement of this position. Overnight stays are only rarely required.

PERSON SPECIFICATION

Area A Experience

The post holder will be expected to have relevant experience in the following areas:

- Engaging people in nature (essential)
- Environmental education (desirable)
- Working in a visitor/education Centre (desirable)
- Working with volunteers (desirable)
- Retail sales delivery (desirable).
- EPOS (Electronic Point of Sales) systems (desirable).

Area B Knowledge

The post holder is expected to have knowledge of the following:

- Nature Conservation in the UK (essential)
- Environmental education (desirable)
- Terrestrial wildlife and habitats (desirable)
- Marine and coastal wildlife and habitats (desirable)
- Visitor information and customer service (desirable)
- Health and Safety legislation (desirable)

Area C Skills/Qualifications

The post holder will require the following skills/qualifications:

- Excellent verbal communication skills to wide range of audiences and written communication
- First Aid (desirable)
- Practical habitat management skills (desirable)
- Computer literacy, including databases, word processing and spreadsheets.
- Strong organisational skills
- Good attention to detail.
- Time management, working to deadlines.
- Driving licence (own transport).

Area D Personal Qualities

- Enthusiasm and an ability to enthuse others

- Able to work independently and responsibly, yet as part of a team
 - Dedicated, flexible and adaptable in approach to work
 - Presentable appearance when required
 - An eye for detail and accuracy
 - Friendly and out-going
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Director signature:

Date...

Postholder signature:..... Date.....