

JOB DESCRIPTION

JOB TITLE	Centres Engagement Assistant
TEAM	Centres Team
GRADE	B
RESPONSIBLE TO	Lead Officer
RESPONSIBLE FOR	Volunteers, visitors
OVERALL ROLE	

The post of Centres Engagement Assistant is part of the Centres team, based at Kingcombe Visitor Centre (KVC), its core purpose being to engage and inspire visitors about Dorset's wildlife, and specifically Kingcombe National Nature Reserve (KNNR). You will be duty officer on rota as part of the wider staff and volunteer team, to assist with the day-to-day running of KVC, overseeing daily activities, supervising volunteers, supporting retail operations, providing information for visitors, visitor management and engagement. You will contribute to the planning and delivery of KVC's activity and events programme, which encompasses a range of walks, talks, family activities and practical tasks. You are expected to actively promote Dorset Wildlife Trust (DWT) membership recruitment at KVC and help build DWT's supporter base.

Key responsibilities

- Act as duty officer on rota, helping with the day-to-day running of KVC, ensuring facilities are kept clean and tidy, and well maintained.
- Engage with visitors to promote wildlife conservation, DWT, and help manage visitor impact on the surrounding area.
- Contribute to the planning and delivery of engagement events and activities.
- Actively promote membership recruitment and help build DWT's supporter base.
- Assist with communications, publicity and marketing of KVC.
- Work with volunteers in their role of supporting the Centre in engagement and practical activities, greeting visitors, providing information, helping with retail operations.
- Assist with retail activities as directed, including sales, cashing-up, stock management.
- Liaise with stakeholders, wardens and other DWT staff and volunteers as appropriate

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 public engagement and 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.

This role will be based at Kingcombe Visitor Centre. It entails regular weekend and bank holiday working (3 days out of 7 on the rota). There also may be periodic travelling within the county with occasional journeys further afield. 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:

- Delivering exceptional customer service (essential)
- Delivering education and awareness activities (essential)
- Engaging people in nature conservation (essential)
- Environmental education (desirable)
- Working in a visitor/education centre or equivalent (desirable)
- Working with volunteers (desirable)
- Retail and EPOS systems (desirable)
- Conservation/natural heritage based community engagement (desirable)

Area B Knowledge

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

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

Area C Skills/Qualifications

The post holder will require the following skills/qualifications:

- Excellent verbal communication skills (essential)
- Clear and professional written communication skills (essential)
- Ability to work in a team and under own initiative (essential)
- Ability to keep to timescales and meet deadlines (essential)
- Full driving licence (essential)
- Good computer literacy including internet/website administration (essential)
- Strong organisational skills and attention to detail (essential)
- Practical habitat management skills (desirable)

Area D Personal Qualities

- Enthusiasm and an ability to convey that enthusiasm to others.
- Adaptable and flexible approach
- Calmness under pressure
- Friendly, patient and out-going nature
- Confident and proactive
- Interest in nature and wildlife

Director signature: Date.....

Postholder signature: Date.....

