



## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Centres Engagement Assistant (seasonal)</b>
<b>TEAM</b>	<b>Centres team</b>
<b>GRADE</b>	<b>B</b>
<b>RESPONSIBLE TO</b>	<b>Lead Officer - Marine</b>
<b>RESPONSIBLE FOR</b>	<b>Volunteers, Contractors</b>

### OVERALL ROLE

The post of Centres Engagement Assistant is part of the Centres team, based at the Fine Foundation Wild Chesil Centre (WCC), ensuring its effectiveness in promoting participation in, and support for nature conservation. It provides support for the Lead Officer in manning the centre and acts as duty officer in their absence.

You will be on rota as part of the wider staff and volunteer team to assist with running of the WCC, overseeing day-to-day activities, supervising volunteers, supporting the retail operation, providing information for visitors and visitor management. You will contribute to the organisation and delivery of Dorset Wildlife Trust's (DWT's) high-quality activity and events programme, which encompasses a range of activities for people of all backgrounds and abilities. You are expected to actively promote membership recruitment at the centre and help build DWT's supporter base.

### 1. Key responsibilities

- Act as frontline, duty officer staff for the WCC, engaging visitors through promoting wildlife conservation and DWT, while helping manage visitor impact on the surrounding area.
- Support daily operations of the WCC, ensuring the safe, efficient running of the centre, and that all facilities are kept clean and tidy, and well maintained.
- Actively promote membership recruitment and help build DWT's supporter base.
- Support and work with volunteers on a daily basis in running the centre, and with practical and engagement activities.
- Assist in planning and delivering events, engagement activities, and school/educational visits.
- Assist with maintaining and developing displays and on-site resources
- Support retail activities, including sales, cashing-up, stock management.
- Liaise with stakeholders and DWT staff and volunteers as appropriate.
- Deliver DWT and The Wildlife Trusts (TWT) campaigns through events and activities.
- Work closely with other WCC staff to provide rota-based cover for opening and manning the centre, providing daily cover (including weekends) and delivery of events and activities as required.

### 2. Other Duties

All staff are expected to:

- Undertake any other duties as delegated by the line manager.
- Contribute to other DWT activities when required to achieve Strategic Plans
- 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: Wild Chesil Centre.

Some evening and regular weekend work is required with time off in lieu where applicable. There also may be periodic travelling within the county with occasional journeys further afield; DWT pool cars are available but own vehicle may be needed. A valid driving licence is a requirement for this position. Overnight stays are only rarely required.

## **PERSON SPECIFICATION**

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### **Area A Experience**

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- Engaging people from all backgrounds in nature conservation (essential)
- Delivering education and awareness activities (desirable)
- Working in a visitor/education centre or equivalent (desirable)
- Working with volunteers (desirable)
- Retail delivery and EPOS systems (desirable)

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### **Area B Knowledge**

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

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### **Area C Skills/Qualifications**

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- Excellent written and spoken communication skills (essential)
- Ability to work independently as well as in close co-operation with others (essential)
- Full driving licence (essential)
- Strong organisational skills and attention to detail.
- Effective time management
- Good attention to detail.

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### **Area D Personal Qualities**

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- Dedicated, flexible and adaptable in approach to work.
- Friendly and out-going
- Imaginative, inventive and able to turn ideas into action.
- Enthusiastic with the ability to convey that enthusiasm to others.
- Self-motivation and good use of initiative required.

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Director signature: ..... Date.....

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