



**NORFOLK WILDLIFE TRUST
VISITOR CENTRE COORDINATOR 2/3 days per week
NWT HOLME DUNES VISITOR CENTRE**

Norfolk Wildlife Trust has Visitor Centres situated on five of its nature reserves at Cley Marshes, Hickling Broad NNR, Holme Dunes NNR, Ranworth Broad, and Weeting Heath NNR. This 2/3 day per week post will be line managed by the Senior Visitor Centre Coordinator.

Norfolk Wildlife Trust welcomes 250,000 people every year to these reserves. As well as ensuring visitors are well received and our Visitor Centres are in good order, we seek to increase Trust membership through active recruitment and income through sales, permits and donations. It is expected that the Visitor Centre Coordinators will support the Trust in its commitment to improving the visitor experience by providing information, interpretation and a friendly welcome from staff and volunteers, whilst providing a quality service to promote the professional image of the Trust. We seek to deliver a warm, friendly and enjoyable visitor experience so that visitors leave understanding who Norfolk Wildlife Trust is and what we do as well as how they can do more for nature.

Special Requirements

- Retail sales and customer service experience
- A basic understanding of nature conservation is desirable
- Promote NWT and recruit new members
- Ability to develop and retain an acceptable level of knowledge in respect of the reserve and its wildlife
- Ability to recruit and train volunteers
- Ability to assist with providing information to school parties

The working week will include weekends and Bank Holidays. The role is 2 days a week from April to October and 3 days a week from November to March. The salary is £21,006 (full time equivalent per annum), and the holiday entitlement is 25 days plus bank holidays (full time equivalent per annum) (which includes provision for statutory holidays), normally taken when volunteer cover can be arranged but not during school summer holidays.

Application Procedure

Candidates should apply by sending a copy of their CV, detailing education, employment history, relevant experience and details of two references. Please also state where you first heard about the vacancy. You should also send a statement outlining why you consider yourself suitable for the post and the particular skills and attributes you have, which will enable you to fulfil the requirements of the job. A job description is enclosed to assist you with this. Please state where you first saw the post advertised.

Completed applications should be marked Private and Confidential and sent to Recruitment at Norfolk Wildlife Trust, Bewick House, 22 Thorpe Road, Norwich, NR1 1RY or nickm@norfolkwildlifetrust.org.uk

The closing date for receipt of applications is Monday 4th March 2024 by 12.00 pm.

Interviews will take place week on Wednesday 6th March 2024.

Unfortunately we do not have the resources available to offer feedback from the application stage. If you have not heard from us by 31st March 2024 you should assume your application has not been successful on this occasion.

Thank you for your interest in this vacancy and the work of the Trust.
Norfolk Wildlife Trust February 2024