

NORFOLK WILDLIFE TRUST

JOB TITLE: Car Park Attendant – Cley Beach **TEAM:** Visitor Services and Sales

DATE: Feb 2024

PREPARED BY: EC

OVERALL EXPECTATION OF THE CASUAL WORK:

To coordinate vehicle and visitor activity on and in the vicinity of NWT Cley Beach car park, involving control of inappropriate parking, collection of parking fees, engaging with the public and general assistance at the Cley Visitor Centre as required.

REPORTING TO: NWT Cley Marshes Visitor Centre Manager

REPORTING TO JOB HOLDER: Volunteers

OTHER WORKING RELATIONSHIPS:

Within the organisation

The post holder will work under the management of the NWT Cley Visitor Centre Manager and with all Sales and Visitor Centres staff and volunteers, including reserve field staff and HQ staff as necessary and with relevant NWT Local Members Groups.

Outside the organisation

Members of local communities, visitors, NWT members and the general public.

MAIN DUTIES:

1. Provide accurate information about the reserve and vicinity to visitors
 2. Receive and record payment for parking and reserve visitor permits with proper and secure cash handling and recording.
 3. Monitor visitor compliance with car parking protocol at both the beach and main visitor centre car parks including a formal check, identifying vehicles in breach
 4. Keeping of accurate records as required by the NWT Cley Marshes Visitor Centre Manager.
 5. Responsible for keeping the car park and immediate vicinity clean and tidy and safe at all times.
 6. Monitor and manage the use of the 2 Minute Beach Clean equipment
 7. Promote NWT membership and recruit new members via direct debit.
 8. Maintain a good standard of appearance and customer service at all times representing the high standards of the NWT.
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OTHER DUTIES:

1. Undertake ad hoc duties and tasks as required by the NWT Cley Marshes Visitor Centre Manager including grounds tidying and in-centre tasks.

2. Assist NWT Cley Marshes reserve staff with minor infrastructure repairs to car park and immediate area.
3. Work in accordance with the Trust's Health and Safety policy and contribute to the maintenance of a healthy and safe working environment.
4. Supervision of volunteers and casual staff as and when required.

PERSON SPECIFICATION:

1. Numerate and literate with ability to handling cash effectively.
2. Honest and trustworthy.
3. Ability to communicate effectively, in a courteous and friendly manner.
4. Ability to maintain a positive, willing and cooperative attitude.
5. Ability to maintain and develop the good relationship existing between NWT and members of local communities and organisations.
6. Must be able to work alone and on own initiative.
7. Ability to acquire an acceptable level of knowledge of NWT, Cley and Salthouse Marshes nature reserves.
8. Current driving licence would be desirable but not essential.

OTHER RELEVANT FACTORS:

Will be expected to work unsociable hours including weekends and bank holidays

LIMITS OF AUTHORITY:

Receive parking fees

CONDITIONS OF SERVICE:

See contract of employment