

JOB DESCRIPTION

JOB TITLE: - Weeting Heath Visitor Centre Assistant
POST HOLDER: Vacant

DATE: January 2020

PREPARED BY: NM/KM

OVERALL PURPOSE OF JOB

To assist the Summer Warden in the effective and efficient day-to-day management of Weeting Heath National Nature Reserve and Visitor Centre. Tasks will include Visitor Centre sales, membership promotion, provision of information with occasional estate maintenance and wildlife monitoring.

REPORTING TO

Weeting Heath Summer Warden

REPORTING TO JOB HOLDER

Volunteers

OTHER WORKING RELATIONSHIPS

Within the organisation:

Visitor Services and Sales Manager, Breckland Reserve Manager, Assistant Breckland Field Officer, Breckland Project Officer, Sales Officer, Finance Officer, Education Team

Outside the organisation:

Local landowners, gamekeepers and Contractors, RSPB stone curlew wardens, researchers, police and media (in consultation with Breckland Reserves Manager), Local Group members, school groups, NWT members and visitors.

MAIN DUTIES

1. Provide the best possible service for visitors to NWT Weeting Heath including providing information about the reserve and the Trust in a professional manner at all times.
2. Take day-to-day responsibility for retail sales, refreshment sales, membership recruitment, working to conversion rates and the quality of the membership sale including gift aid and payment by direct debit. Including responsibility for meeting financial and performance targets.
3. Oversee and promote the recruitment of new members to Norfolk Wildlife Trust, promoting gift aid where appropriate on membership, donations and entry tickets.
4. Assist with the promotion of events and activities and provide reserve, wildlife and organisation information to visitors
5. Ensure the Visitor Centre is kept clean, tidy, safe and secure at all times (including the toilet), and compliant with Health & Safety and other statutory requirements. Work closely with the local reserve team to ensure that areas outside the centres such as walkways and car parks are being properly maintained and kept tidy and litter free.
6. Assist with the training and management of volunteers to ensure that the centre is adequately staffed at all times; ensure that volunteers are fully trained in and aware of Centre procedures and the work of NWT, including the active recruitment of new NWT members and promotion of retail sales and donations.
7. Ensure that all cash transactions are accurate and that cash is properly handled and banked frequently in accordance with the Visitor Centre Financial Procedures guide and maintain accurate financial, visitor and membership records with weekly returns submitted to the Finance, Membership and Sales Officers.

8. Contribute to an end of season report covering financial, membership and visitor numbers performance, along with commentary on Centre operational matters and recommendations for improvements.
 9. Deal with internal and external communications in an efficient, friendly and professional way.
 10. Receive, check in and price all sales stock, ensuring goods for sale are professionally and effectively merchandised.
 11. Work closely with the Sales Officer to maintain sales and refreshment stock levels.
 12. Undertake visitor surveys as required.
 13. Ensure that all Visitor Centre volunteers understand and comply with the Trust's Health and Safety Policy and other relevant policies and procedures.
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OTHER DUTIES

1. Provide information about NWT's education work regarding the reserve, and support the Education Officers when required.
 2. During quieter periods carry out maintenance of centre and curtilage using appropriate equipment, assisting reserve staff as requested.
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SPECIAL REQUIREMENTS

1. Ability to communicate effectively with visitors, volunteers, members of the public and schoolchildren in a courteous, articulate and friendly manner.
 2. Ability to sell and display goods.
 3. Good organisational skills and the ability to keep accurate financial and other records.
 4. Ability to organise, motivate and supervise volunteers.
 5. Able to work alone and with a solution focused approach to day-to-day issues.
 6. Ability to understand the reserve, its wildlife and management and to communicate this to visitors.
 7. Ability to provide basic instruction to schoolchildren and/or adults in simple ecology, natural history and nature conservation principles.
 8. Current driving licence or able to make adjustments to be able to use particular machinery, transport or ability to reach remote rural locations that are not accessible via public transport.
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OTHER RELEVANT FACTORS OF THE JOB

May be expected to undertake ad hoc duties and tasks as discussed and agreed with the Weeting Heath Summer Warden

May be expected to work flexible hours

May be expected to use own transport on Trust business

LIMITS OF AUTHORITY

Cash handling in relation to sales.

Taking and recording group bookings

CONDITIONS OF SERVICE

See Contract of employment.