

NORFOLK WILDLIFE TRUST

JOB TITLE: Car Park Attendant – Holme Dunes **TEAM:** Visitor Services and Sales

DATE: May 2026

PREPARED BY: EC

OVERALL EXPECTATION OF THE CASUAL WORK:

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

REPORTING TO: NWT Holme Dunes Visitor Experience Lead/Visitor Experience Manager (Coast)

REPORTING TO JOB HOLDER: none

OTHER WORKING RELATIONSHIPS:

Within the organisation

The post holder will work under the management of the Visitor Experience Manager (Coast) 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 including a formal check, identifying vehicles in breach
 4. Keeping of accurate records as required by the Visitor Experience Manager (Coast)
 5. Responsible for keeping the car park and immediate vicinity clean and tidy and safe at all times.
 6. Promote NWT membership and recruit new members via direct debit.
 7. 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 Visitor Experience Manager (Coast) including grounds tidying and in-centre tasks.
2. Work in accordance with the Trust's Health and Safety policy and contribute to the

maintenance of a healthy and safe working environment.

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. Have or ability to acquire an acceptable level of knowledge of NWT Holme Dunes nature reserve.
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