

Job Description



**Scottish
Wildlife
Trust**

Title	Visitor Centre Assistant (Fixed Term)
Based	Montrose Basin Visitor Centre
Dept/Region	External Affairs
Line Manager	Visitor Centre Assistant Manager, Montrose Basin Visitor Centre

Our Mission

For over 50 years, the Scottish Wildlife Trust has worked with its members, partners and supporters in pursuit of its vision of healthy, resilient ecosystems across Scotland's land and seas. The Trust successfully champions the cause of wildlife through policy and campaigning work, demonstrates best practice through practical conservation and innovative partnerships, and inspires people to take positive action through its education and engagement activities. It also manages a network of around 120 wildlife reserves across Scotland and is a member of the UK-wide Wildlife Trusts movement.

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Our Values

- We are pioneers
- We are always learning
- We act with integrity
- We are evidence-based
- We are impact focused
- We are collaborative

Overall Purpose of the Role

To assist with the day-to-day operations of the visitor centre by providing first class customer service, maximising membership recruitment and promoting the work of the Scottish Wildlife Trust in order to fulfil the conservation and commercial objectives.

Main Objectives

- Provide first class customer care and visitor services at this flagship visitor centre's reception and exhibition area
- Promote the work of the Scottish Wildlife Trust and raise the profile of the visitor centre by providing effective and innovative information including updating social media platforms
- Assist with maximising sales and commercial return from the visitor centre, meeting membership recruitment targets, assisting with stock control and purchasing
- Facilitate day-to-day duties of the visitor centre operations including interpretation of wildlife at window or at hides, opening and closing of visitor centre, maintaining standards and cleanliness/health and safety, daily cashing up and weekly banking
- Assist with the planning and running of face-to-face and online events
- Ability to deliver talks to the general public and booked groups
- Assist with daily volunteer management

Job dimension (eg line management, financial resources managed, decision making, problem solving etc.)

1. Provide support to the visitor centre volunteers to enable them to assist with the day-to-day duties of the visitor centre operations
2. Maintain daily/weekly accounting and administration of visitor data and financial income
3. Deputise for the Visitor Centre Assistant Manager in their absence
4. Be responsible for regular shop stock updates and order requirements
5. Ensure daily operations comply with Health & safety regulations

Qualifications, Experience (essential/desirable)

- Relevant experience of working in a customer focused organisation with interface with the public.

Desirable:

- Experience in the tourism industry, preferably at a visitor attraction or similar.
- Cash handling experience.
- Experience in volunteer management.

Personal Attributes:

The ideal candidate:

1. Takes personal responsibility for health and safety
2. Is committed to organisational culture, values and vision
3. Plans and organises work effectively
4. Is a team player and can also work on their own with their own initiative
5. Makes optimal use of technology, knowledge and skills
6. Uses initiative and creativity
7. Communicates effectively
8. Has an empathy for conservation and wildlife

9. Possesses the ability to work with minimum supervision
10. Solves problems effectively

Knowledge & Skills

Essential	Desirable
<ul style="list-style-type: none"> General natural history/wildlife knowledge Current driving licence Good working knowledge of social media platforms, Microsoft platforms and EPOS till system 	<ul style="list-style-type: none"> General knowledge of health & safety Child welfare laws including The Protection of Children Act (Scotland)

Additional Requirements	Essential	Desirable	Not applicable
Right to work in the UK	x		
Full Driving Licence			
Protection of Vulnerable Groups membership		x	
First Aid Certificate		x	
Credit Check			

Author	Caroline Martin	Date	10/01/2023
Position	National visitor experience manager		
Closing Date	24/01/2023		

