



## Job Description

## Gloucestershire

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<b>Job Title:</b>	Visitor Operations Coordinator
<b>Job purpose:</b>	To support the management of our visitor centres at Robinswood Hill in Gloucester, Crickley Hill near Birdlip, and Greystones Farm in Bourton-on-the-Water, taking particular responsibility for coordinating café operations, delivering events, and helping ensure a fantastic visitor experience.
<b>Salary</b>	£22,000 (Permanent – F/T 35 hours per week)
<b>Responsible to</b>	Visitor Centre Manager
<b>Responsible for</b>	Café staff, visitor experience and café volunteers
<b>Liaison with</b>	Special Projects Manager, Senior Reserves Managers, Health and Safety Officer, Education Programme Manager, Supporter Development Manager, Business Development Manager, Volunteer Coordinator.

### Introducing Gloucestershire Wildlife Trust

We are Gloucestershire Wildlife Trust – the largest membership organisation in the county dedicated to local wildlife. We own and manage more than 60 Reserves across the county, all of which offer free access to visitors. 28,000 members in Gloucestershire support our work, with hundreds regularly volunteering time and commitment.

Our mission is a simple one – to value nature. Our ambition is to restore, recreate and reconnect Gloucestershire’s wild places. We want everyone in Gloucestershire to value, enjoy and share the natural world.

Gloucestershire Wildlife Trust manages over 2,500 acres of land, from wetlands in the Severn Vale and heathland in the Forest of Dean, to limestone grasslands in the Cotswolds and a large ancient woodland at Lower Woods in South Gloucestershire. In addition, we have a vibrant programme of work outside our reserves, supporting farmers and landowners to deliver bigger, better and more connected landscapes where wildlife can thrive.

Our priorities are outlined in our Strategic Plan: Wild Places, Natural Solutions - <https://www.gloucestershirowildlifetrust.co.uk/about-0/who-we-are/strategic-plan>

We deliver our work in the Trust informed by our values:

- proactive - we know Gloucestershire and want to make a difference
- passionate - we are passionate and knowledgeable about nature and want to share it

- inclusive - we believe that nature is for everyone and 'start where people are'
- collaborative – we cannot achieve this plan without our supporters and partners

Gloucestershire Wildlife Trust expects its staff, paid and unpaid, to carry out their duties in a way which consistently exceeds the regulations and expectations of society at large in matters ethical and environmental. The Trust will ensure that its staff receives appropriate training and development opportunities based on a documented personal annual appraisal.

## **Outline of main responsibilities**

### **Visitor experience**

- To work closely with the Visitor Centre Manager to help ensure an excellent and consistent visitor experience is provided at our Gateway sites: Robinswood Hill, Crickley Hill and Greystones Farm.
- To help ensure the visitor facilities at each Gateway site meet or exceed the high standards of tidiness and cleanliness required to comply with retail, catering and visitor service standards and regulations.
- To manage customer feedback and complaints, including direct emails and comments left on TripAdvisor and Facebook.

### **Café management**

- To ensure a consistently warm welcome is offered to all visitors at each of the Gateway sites cafés.
- To develop and manage a consistent portfolio of seasonal, wildlife friendly menus at each of the Gateway site cafes (in liaison with Visitor Centre Manager and Café Supervisors).
- To help develop and implement consistency in the look and feel of each café; capturing the ethos of Gloucestershire Wildlife Trust while celebrating what makes each site special.
- To act as line manager to the café supervisors, including developing and managing individual objectives.
- To manage the recruitment, training and performance management of café and visitor centre staff and volunteers at each of the Gateway sites.
- To ensure rotas for café, visitor centre, tour guide, and meeting and greeting roles (for both staff and volunteers) are completed effectively and efficiently.
- To provide excellent leadership to the team of café and visitor centre staff and volunteers working at each of the Gateway sites. Giving them energy and direction to deliver their roles.
- To act as duty manager as required on an agreed rota (including regular weekend working).
- To cover café and visitor centre shifts as required (which will include weekend working).

- j. To support cash handling and banking processes, including all sales and donations.
- k. To ensure café operations are as sustainable as possible and in line with the Trust's sustainability policy.

### **Events**

- a. To support the Visitor Centre Manager in developing a portfolio of regular, income generating events at each of the Gateway sites.
- l. To play a key role in delivering income generating events at each of the Gateway sites (including regular weekend working).
- m. To support the delivery of community and educational events and courses (including regular weekend working).

### **Marketing, promotion and interpretation**

- a. To help identify promotional and publicity opportunities and support the communication team in developing ideas or delivering concepts as required.
- b. To work with the Visitor Centre Manager to help ensure that all interpretation and information signage is kept up to date.

### **Office, training and personnel**

- a. Report monthly to the Visitor Centre Manager on progress, administrative issues and workload priorities.
- b. Report any key issues which may impact on other departments or affect safe working practices.
- c. Minimise filing backlogs and prioritise workload to meet targets.
- d. Attend training and meetings courses as required and as agreed with the Visitor Centre Manager
- e. Be familiar with Trust Policies and Procedures and implement as appropriate.
- f. Participate in appropriate Trust and partners' promotional activities as required, including attendance at events.
- g. Be familiar with the background, history and management of each Gateway site.

### **Tools, equipment, vehicles and materials**

- a. Log and report any faults or deficiencies in equipment to the Visitor Centre Manager

### **General**

- a. Carry out other duties from time to time as required by the Visitor Centre Manager or Special Projects Manager.
- b. Present a friendly, professional, confident and tidy appearance.

- c. Keep Health and Safety matters as the overriding determinant at all times and in all circumstances

## Role requirements

### Skills and qualifications

<b>Essential</b>	<b>Desirable</b>
Excellent communication skills	Food Safety qualification (training provided on appointment as required)
Customer-focused with a professional approach to working with the general public and volunteers	First Aid at Work (training provided on appointment as required)
Good IT skills	Health and Safety in the work place qualification
Health and safety and hygiene awareness	Customer service qualification
Ability to prioritise workloads, efficient administration and organisation skills.	
Excellent cash handling and numerical skills	
Ability to use digital media and other marketing channels effectively	
Current UK valid driving licence	

### Knowledge and experience

<b>Essential</b>	<b>Desirable</b>
Experience in a responsible position in a customer facing workplace	Experience in a catering related business development role
Significant catering experience, including using fresh ingredients	Experience of working in a target driven environment and successfully meeting financial targets
Knowledge of all catering hygiene and health and safety requirements	Experience of designing and creating marketing material
Experience of developing menus and specials in line with customer demand	Experience delivering staff training
Experience of managing volunteers and/or catering staff	Experience of carrying out risk assessments
Experience delivering events or functions	Demonstrable appreciation and general understanding of nature conservation, archaeology and agricultural history

### Personal attributes

<b>Essential</b>	<b>Desirable</b>
Willing to work significant number of weekends and occasionally evenings.	Good attention to detail
Excellent leadership qualities. Someone who will lead by example and provide the team with energy and direction	Imaginative, creative, resourceful and innovative
A friendly and professional manner in a variety of situations	
Enthusiasm, motivation and dedication	

Commitment to equal opportunities	
Personal commitment to the environment and wildlife conservation	
Commitment to high standards of customer service	
Able to work well under pressure and meet deadlines and targets	

### **Additional Information**

This is a full-time (35 hours per week) permanent position. Due to the requirement to cover sickness and holiday at short notice, support delivery of events and courses, and to act as duty manager on a rota basis, a flexible approach to working days and a willingness to work regular weekends is required.

As it is the central location of the three Gateway sites, Crickley Hill will be considered your main place of work, however office facilities will be available for you at Robinswood Hill and Greystones Farm. You will be expected to regularly visit all three Gateway sites in order to successfully carry out the responsibilities described above. You will also be required to attend regular meetings at Gloucestershire Wildlife Trust's HQ at Robinswood Hill Country Park in Gloucester at least once per month.

It is the nature of the work of Gloucestershire Wildlife Trust that tasks and responsibilities are, in many circumstances unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks that are not specifically covered in the Job Description have to be undertaken.

A high degree of motivation and organisation will be needed, with the ability to work as part of a team, with a wide range of project stakeholders, the wider Wildlife Trust staff and volunteer teams as well as under your own initiative.

A DBS check and food hygiene certificate will be required for this role (the food hygiene certificate can be obtained after the job has been appointed but must be in place before any work in the cafés commences). You will also be expected to work in accordance with The Gloucestershire Wildlife Trust Vulnerable Children and Adults Policies.