



Visitor Centre Assistant

Introduction

Warwickshire Wildlife Trust (WWT) is one of the 46 UK Wildlife Trusts. Established in 1970 we are a grass roots organisation governed by 14 trustees elected from a membership of 30,000 people, 99% of whom live in the county, and supported by over 900 volunteers. We manage an estate covering 1,000 ha in Warwickshire, Coventry and Solihull and no one living or working in that area is more than 6 miles from one of our 67 nature reserves.

As members of the influential network of Wildlife Trusts, we are part of a collective covering the whole of the UK with 870,000 members, 32,500 volunteers, 2,500 staff and 600 trustees all working together through a central unit, the Royal Society of Wildlife Trusts (TWT). Together we are on a mission to restore a third of the UK's land and seas for nature by 2030. We believe everyone, everywhere, should have access to nature and the joy and health benefits it brings. Each Wildlife Trust is an independent charity formed by people getting together to make a positive difference for wildlife, climate and future generations. Together we care for 2,300 diverse and beautiful nature reserves and work with others to manage their land for nature, too.

WWT has an ambitious ten-year strategy. We have a bold goal that, by 2030, nature will be in recovery with abundant and diverse wildlife everywhere, and that natural processes will be creating wilder landscapes where people and nature thrive.

The successful candidate will have excellent customer service and engagement skills and thrive in a busy environment. You will have worked in a customer facing role and be enthusiastic about representing Warwickshire Wildlife Trust, talking about our work to visitors alongside recruiting volunteers and members.

You will be a key part of the Visitor Experience team, working to create vibrant, engaging and inclusive discovery centres. You will be passionate about creating a fantastic visitor experience for everyone who comes through our visitor centres.

In return we can offer you a varied role, daily interaction with highly committed colleagues passionate about their work and bases set at our flagship visitor centre, Brandon Marsh and at our Parkridge Centre in Solihull.

If you are interested in using your expertise to help us then we would be delighted to receive your application.

Accountable to:	Visitor Experience Manager
Location:	This role is contracted at Brandon Marsh Nature Centre, Brandon Lane, Coventry, CV3 3GW with time also occasionally spent at Parkridge Nature Centre Brueton Park, Warwick Rd, Solihull B91 3HW, and is not suitable for home working under the Trust's agile working policy.
Salary:	Grade 2a £22,932 FTE 21 hours £13,759.20 (£12.60 per hour)
Benefits:	Employers' pension contribution up to 7% (with 4.5% from employee) 25 days holiday plus 8 bank holidays FTE (139 hours pro rata) Access to Electric Vehicle salary sacrifice scheme Employee Assistance Programme Death in service benefit equivalent to 3x salary
Responsible for:	Supervising visitor centre volunteers.
Liaison with:	Colleagues at Warwickshire Wildlife Trust and across the Royal Society of Wildlife Trusts (TWT), volunteers, contractors, members, supporters, external funders, corporates, suppliers.
Hours:	21 hours per week worked on a flexible rota, includes regular weekend and bank holiday working.

Role purpose

To welcome and serve visitors at WWT visitor centres through excellent customer service. This busy and varied role will assist with all front of house operations including, greeting visitors on arrival, taking payments for admissions and retail sales, talking to visitors about membership, and supporting the café team by taking orders, food preparation, and service. The role will also support corporate room hire bookings with room set up and welcoming delegates.

Visitor Centre Operations

1. Support all aspects of the visitor centre operations, including working closely with all Trust staff and volunteers.
2. Ensure that visitors receive excellent service and are presented with a great experience.
3. Maintain tidy and attractive visitor facilities, including all front of house areas.
4. Provide visitors with up to date and accurate information about the nature reserve and its facilities.
5. Promote retail, food and membership opportunities to boost revenue and donations.

6. Carry out cash administration and banking, working within the procedures for running tills, floats, safe, and cash. Ensure tight security in relation to staff, volunteers, monies and WWT property.
7. Ensure compliance procedures are adhered to at all times.
8. Lock and unlock the premises. Ensure the standards of security for the building are followed.
9. Ensure high standards of maintenance, cleanliness and presentation by completing environment checks and reporting any issues.

Retail and Commerciality

1. Work with the Visitor Experience Manager and Officer to ensure retail products are regularly replenished, products are consistently well displayed and stock is secured as instructed.
2. Assist with corporate bookings at the visitor centres.
3. Assist with stock management and ensure it is recorded on the stock management system
4. Assist with annual stock takes and keep accurate stock records
5. Maintain up to date product knowledge

Volunteers

1. Support the recruitment, training and retention of volunteers
2. Train and advise volunteers on efficient ways of working in busy visitor centres whilst maintaining excellent customer service

Cafe

1. Take customers orders using the till system
2. Prepare food and drinks for customers in line with café procedures and food hygiene regulations
3. Help maintain a clean and safe kitchen and café
4. Assist with the preparation and delivery of the catering for room hire bookings.

General Responsibilities

1. Promote the work, mission and vision of the Trust at all times.
2. Ensure a high level of customer service in all dealings with the public.
3. Use every opportunity commensurate with other duties to contribute to the Trust's membership recruitment, fundraising and engagement of people.
4. Ensure continuous development of skills and knowledge required for the post, undergoing training and performance review as required by the Trust.
5. Work within all the policies and procedures of the Trust, ensuring own compliance with the Trust's health and safety policies and procedures and that of any resources for whom you are responsible.

6. Work at all times within the Warwickshire Wildlife Trust's Equal Opportunities Policy and to promote equal opportunities.
7. Comply with all legal and contractual obligations concerning the responsibilities of your post.
8. Carry out any other reasonable duties commensurate with the level of responsibility of the post, as requested by the Chief Executive.
9. Be available to work out of hours with regular weekend, bank holiday and occasional evening working a requirement of the role.

Person Specification

Knowledge	Essential	Desirable
A good knowledge of, or a keen interest in, wildlife	▪	✓
Ability to deliver high standards of customer service	✓	▪
Use of EPOS till systems	✓	▪
Working in a public facing environment	✓	▪
Knowledge of appropriate legislation and Health and Safety	▪	✓
Stocktaking	▪	✓
Health and Safety at work regulations.	✓	▪
First aid trained	▪	✓
Experience	Essential	Desirable
Working in a retail/café environment or visitor centre	▪	✓
Basic food hygiene (Level 2)	▪	✓
Experience of food preparation	▪	✓
Working with volunteers	▪	✓
Working in a charity	▪	✓
Skills	Essential	Desirable
Effective interpersonal and communication skills	✓	▪
Excellent customer service experience	✓	▪
Good organisational and time management skills; able to prioritise workloads effectively, meet deadlines and monitor the outcomes	✓	▪
Good team working skills	✓	▪
Co-ordination skills with the ability to take on appropriate delegated tasks	✓	▪
Good IT skills - competent in Microsoft Office programs	✓	▪
Flexible approach	✓	▪
Numerate	✓	▪

Solution finder	✓	▪
An eye for detail	✓	▪
Personal qualities	Essential	Desirable
Ability to maintain high levels of enthusiasm, positivity and self-motivation	✓	▪
Ability to be proactive and organise own workload but also likes to work as part of a small team	✓	▪
Commitment to diversity	✓	▪
Commitment to wildlife, the environment and conservation	▪	✓
Other		
A full driving licence, travel between visitor centres sites is a requirement	✓	
Evening and weekend work required	✓	

JD finalised May 2025

GENERAL INFORMATION FOR THE POST

Warwickshire Wildlife Trust

Further information can be found on our web site: www.warwickshirewildlifetrust.org.uk

Selection and Assessment

The candidates who appear to best meet the person specification will be invited to attend for interview. We recommend that applicants pay particular attention to demonstrating how they meet the person specification on the application form.

The assessment will consist of an interview designed to give candidates an opportunity to demonstrate their skills and suitability for the post. Details will be sent to short-listed candidates.

Interviews week commencing 7th July 2025

Appointment

All our offers of employment are made, subject to some pre-employment checks including: Satisfactory References, checks on eligibility to work in the United Kingdom, checks on relevant certificates. Due to the anticipated level of contact with children or other vulnerable members of society involved with this role, a satisfactory Criminal Records Bureau/Independent Safeguarding Authority check is required.

Salary

Your salary will be based on your skills, knowledge and experience. You will be paid monthly in arrears by credit transfer to a bank or building society account.

Location

This role is contracted at Brandon Marsh Nature Centre, Brandon Lane, Coventry, CV3 3GW with time also spent at Parkridge Nature Centre Brueton Park, Warwick Rd, Solihull B91 3HW. The role is primarily based at Brandon Marsh,

with occasional time spent at Parkridge Nature Centre, dependant on business requirements. This role is not suitable for home working under the Trust's agile working policy.

Employees may be required to work at other Trust or non-Trust sites from time to time. The role will involve some lone working.

Hours of Work

This post is a minimum 21 hours a week contract. Additional hours may be available depending on holiday cover or opportunities offered by other teams within the Trust, with this role taking priority. In view of Warwickshire Wildlife Trust's work, employees can be called upon from time to time to work a reasonable period outside of the set hours. Overtime will be payable in this instance

Holiday Entitlement

Our holiday year runs from January to December. Full time employees receive 25 days holiday per year plus bank holidays. For permanent members of staff this increases to 27 days after 2 years and 28 days after 5. For part time workers this will be pro rata to your working hours.

Pension

You will be automatically enrolled in the Warwickshire Wildlife Trust Stakeholder Pension Scheme if you meet the eligibility criteria, though you may opt out. As an employee you contribute 4.5% of your salary into the scheme and the Trust as your employer contributes an additional 6%.

Notice

If you choose to leave the Trust you will be required to give one months' notice.

Equal Opportunities

Warwickshire Wildlife Trust is committed to equal opportunities and appoints on merit. We welcome applicants from all sections of society regardless of gender, sexual orientation, race, disability, marital status, age and religion, perceived community background or political beliefs.

CVs

Please be advised that CV's cannot be accepted on their own and will not be considered if submitted without a completed application form. A completed Warwickshire Wildlife Trust application form only will be accepted.

Responding to Applications

Thank you for showing an interest in this job and for taking the time to apply. Unfortunately, due to administration costs, we regret that only short-listed candidates will be contacted. If you have not heard from us within four weeks of the closing date then please assume that your application has been unsuccessful on this occasion.

The purpose of this information is solely to provide prospective candidates with details relating to the post. It may not be construed as an offer of employment, nor does it form part of the contract of employment or the role profile.