Job description – Visitor Services Officer (PB6B)

Job summary

Moors Valley Country Park and Forest is a partnership site between Forestry England and Dorset Council. As Visitor Support Officer for Forestry England, you will contribute to achieving an exceptional visitor experience, providing outstanding service so they leave with lasting memories of Moors Valley and a positive reflection on Forestry England. Working across this unique country park you will also work with the wider team to maintain our visitor facilities, making sure our visitors have a smooth, inclusive and enjoyable experience. You will work alongside Forestry England colleagues, Dorset Council rangers and a range of concessionaires and business owners which all make up Moors Valley. You will help cultivate a supportive and positive work environment that encourages teamwork, productivity and individual growth. You will take opportunities to promote Forestry England's work including events, membership, legacy giving and volunteering.

Key responsibilities & accountabilities

As part of our team you will operate primarily within the forest side of the park but be available to assist across the whole park with fun events or incidents should they occur.

You will be required to:

- Give information and deal with enquiries from customers inclusively, positive and friendly
- Regularly inspect car parks, walking, running and cycling routes, and other recreational facilities including play areas
- Manage customer parking in the carpark
- Take pride in managing litter, to create a safe and enjoyable environment
- Help maintain clean and welcoming public areas for our visitors to enjoy
- Be willing to train in first aid and help when needed, contributing to safe and effective visitor support services
- Work closely with staff and volunteers, ensuring a supportive and collaborative atmosphere
- Follow Forestry England's procedures for risk assessments, and customer service, being consistent and efficient
- Oversee parking infrastructure, addressing any issues quickly to ensure a hassle-free experience for visitors
- Carrying out minor repairs
- Helping with stock management of trail packs and activities
- Create engaging trails and activities alongside the Visitor Engagement Recreation Ranger and promote and assist in the smooth running of both small- and large-scale events.

And any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- Experience in delivering excellent customer service both in-person and using a variety of digital platforms
- Willingness and ability to work outdoors in all weathers and to carry out manual tasks
- Proven ability to work as part of a team
- Practical understanding or a willingness to learn about health & safety best practices and a commitment to a positive health and safety culture in an outdoor environment
- Competent IT user with experience in MS Office suite of applications

Desirable professional and technical experience

- Basic DIY experience including the ability to carry out minor maintenance tasks on visitor buildings, signage, trails
- Experience of completing admin tasks such as purchase orders, contract documents
- Experience or an interest in mountain biking, downhill trail building and riding or an interest to pursue this
- Experience of operating electronic admissions or retail till systems
- Experience of working with stakeholders
- Working knowledge of risk assessments and safe working in an outdoor setting
- Experience of working at a visitor attraction in the heritage and or environment sector

Qualifications

Essential

- Full UK driving license