

Job description - Visitor Services Assistant (PB7)

Job summary

As a Visitor Service Assistant at Dalby Forest, you will play a key role in delivering a warm and friendly welcome to all visitors. Your responsibilities will include providing excellent customer service, assisting with retail sales, promoting and processing memberships, and maintaining high standards of housekeeping across visitor facilities.

You will also conduct regular site inspections to ensure safety and cleanliness, operate the car park system efficiently, and support the smooth day-to-day running of the visitor centre.

The role is part time, 22.2 hours/3 days per week with Saturday and Sunday being set working days.

This role is ideal for someone with strong communication skills, a proactive attitude, and a passion for delivering a great visitor experience in a stunning natural setting.

Key responsibilities & accountabilities

Role accountabilities

- Provision of Visitor Centre 'front of house' services, delivering high quality & memorable customer service whilst providing advice and information to visiting members of the public and stakeholders (eg. Go Ape, Bike Hire and Café Businesses etc.), in person, on the phone and via e-mail.
- Deliver sales and promotion of the Forestry England membership, promoting the benefits and value of the site to the customer.
- Undertake cash handling duties, including operating tills and fulfilling start/end of day cashing-up procedures.
- Operate and administer the vehicle entry system, including data entry, daily maintenance and input.
- Undertake basic housekeeping tasks and site maintenance to include emptying bins, litter collection and occasional cleaning of toilets.
- Provide support to the wider Recreation & Engagement team, undertaking a range of administrative tasks and support on other projects.
- Provision of basic first aid and supporting the team in the implementation of emergency procedures.
- Health and safety focus, promoting a culture where health and safety is prioritised for all users of the site and reporting near misses and incidents on internal systems.

Wider Responsibilities

- Always Keeping Health and Safety matters as the overriding determinant and in all circumstances.
- Ensuring application and adherence to Forestry England Policies and Procedure.
- • Improvement of environmental sustainability within the Recreation and Visitor Experience Team.

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

Location-specific information

The post will be based at Forestry England's Dalby Forest Visitor Centre. Due to the location of the visitor centre, applicants should hold a full driving licence that enables them to drive in the UK, and access to a car.

The role will occasionally be required to work from other locations to attend training or Yorkshire district team meetings. Travel costs will be covered when this is necessary.

Skills, knowledge & experience

Essential professional and technical experience

- Previous experience working in a customer-facing role and dealing with a wide variety of stakeholders and customers.
- Basic competence in IT with experience of MS packages, the internet and emails.

Desirable professional and technical experience

- Experience of working within a membership organisation
- Experience of undertaking cash handling duties

Qualifications

Essential

- Current driving licence.