

## Job description - Recreation assistant (PB6B)

### Job summary

You will contribute to achieving an exceptional visitor experience, providing outstanding service they leave with lasting memories. Working across our visitor welcome/visitor centre, 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 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 visitor welcome team you will operate our visitor welcome area, handling cash and credit card sales, and proactively selling Forestry England memberships.

- 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. Take pride in managing litter, to create a safe and enjoyable environment.
- help maintain clean and welcoming public areas for our visitors to enjoy.
- play a crucial role in organising, supervising, and delivering exciting events, activities, and visitor services that create lasting memories.
- 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 handling cash, risk assessments, and customer service, being consistent and efficient.
- maintain strong communication with on-site partners, such as the restaurant and shop concessions, so we have a seamless and cohesive visitor experience.
- oversee parking infrastructure, addressing any issues quickly to ensure a hassle-free experience for visitors.
- do maintenance including using all-terrain vehicles (ATVs), brush cutters, strimmer and fencing machinery.
- collaborate to help complete annual tree safety checks to help maintain a safe environment.

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 operating electronic admissions or retail till systems.
- experience of undertaking cash handling duties.

- a 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.
- experience of assisting with the delivery of events and activities.

## Qualifications

### Essential

- full UK driving license.
- a GCSE in Maths and English or functional skills equivalent/equivalent Engineering subject.

### Desirable

- training and certificates in chainsaw, clearing saw, brush cutter, and other machine use.
- training and certificates in pesticide application.
- ATV (sit in and sit astride) Fencing.