

## Job Description - Visitor Operations Manager (PB5)

### Job summary

You will be primarily based at our award-winning, sustainable visitor centre at Westonbirt Arboretum. The role will lead on the management of the visitor service areas delivering a high standard of presentation and care for our visitors. You will be accountable for the day-to-day management, health and safety and maintenance of key recreational infrastructure, e.g. play equipment, forest furniture, grass car park and barriers, including ANPR.

You will lead the Recreation Team in achieving best practice compliance and ensuring all checks and repairs are completed and recorded to safety standards. You will be supported by the District Estates Team who will lead on the building compliance while this job focuses on the visitor experiences.

You will help to strengthen the health and safety culture as Forestry England strives to fulfil our corporate value of 'Look Out & Look After'. You will be the health and safety representative for the Recreation Team and the site's lone working champion.

You will work closely with the Visitor Services Manager to create a positive, collaborative, and inclusive environment for staff, volunteers, stakeholders and visitors.

### Key responsibilities & accountabilities

- Provide day-to-day line management to the Recreation Team, which would normally include the recreation supervisors, recreation assistants and volunteers.
- Support staff in reaching and maintaining the required standards of performance, including delivery of agreed objectives and the demonstration of effective behaviours.
- Assist inducting new starters and following the probation process with a focus on customer service, health and safety practices, and sustainability.
- Work closely with the Visitor Attraction Manager, Visitor Services Manager and site business partners to create a 'one-team culture'.
- Use effective delegation to distribute work in order to achieve the sites objectives and to help build a strong and resilient team.
- Develop a strong safety culture within the site team and ensure everyone's behaviours match Forestry England's values, attitudes and commitment to health and safety.
- Help staff to understand and comply with legislation and policy, and promote best practice by following relevant PPG's and by undertaking regular audits. Complete and sign off mandatory PPG and local tasks in Forester Web.
- Act as a duty manager, which requires working regular weekends, some bank holidays and other peak periods. Share this role with other team managers (alternate weekends). As duty manager you are based at the Welcome Building dealing with visitors onsite.
- Act as a shared budget manager for the cost centre and work with the Visitor Services Manager to monitor expenditure and income against agreed budgets.
- Promote membership to visitors to support the work of FOWA and Forestry England.
- Use Eco-online to record accidents and near misses linked to the recreational facilities. When requested, lead on the investigation, identify recommendations and lessons learnt.
- Procure goods, services and work to ensure value for money and conduct in a fair, open and transparent manner. Act as contract manager taking responsibility for the day-to-day management of the performance and administration of contracts, as well as the relationship with the contractor (i.e.

PCM, risk assessment, monitoring diary, RAG safety, site safety rules). Examples of contractors: Windows and gutters, grass cutting, barriers, fire alarms, and cleaning.

- Support event delivery working with the Events Manager.

#### Specific

- Undertake management checks and review risk assessments, method statements and other health and safety documentation to ensure compliance with health and safety standards (CDM regulations, RSPA).
- Communicate and support the work of the Estates and Civil Engineering Team at Westonbirt which looks after the buildings and infrastructure.
- Create opportunities for volunteers to contribute towards the Westonbirt offer (i.e. estates work, walkway, trails).
- Write and take ownership of an emergency plan and standard operating procedures for the Welcome Building. Test the team's readiness through regular mock scenarios and drills.
- Twice yearly meet with the other district forest centre managers to discuss shared issues and opportunities.
- Contract management and procurement of third-party contractors (e.g. public areas, grass car park maintenance, car parking).
- Lone working champion for the site.

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

#### Skills, knowledge & experience

##### Essential professional and technical experience

- Previous experience in grounds maintenance, estates work, grass-cutting, fencing, etc. as well as carrying out inspections and quality checks.
- Managing a team and ensuring quality customer service standards are met.
- Organisation skills including multiple priorities, workloads and tasks, supporting others in their work loads and priorities whilst demonstrating strong attention to detail.
- Experience of working collaboratively with other teams including technical staff. Evidence of communicating effectively to different stakeholder groups and understanding others' needs.
- Competent user of MS Office including Excel, Outlook, Word.

##### Desirable professional and technical experience

- Experience in inspecting and maintaining play equipment, e.g. RSPA.
- Understanding of heritage landscapes or the retail, hospitality and leisure sector.
- Contract management, budgeting and tendering experience.
- Full driving license.

#### Qualifications

##### Essential

- Safety qualification or equivalent, e.g. IOSH, SSSTS. Positive approach to health and safety management, including writing and reviewing risk assessments, method statements and other health and safety documentation.

##### Desirable

- First aid qualification or willing to train in first aid.

