

Job Description - Visitor Services Officer (PB6b)

Job Summary

The Visitor Services Officer will deliver excellent customer service through providing visitor information about the forest, its facilities, and the work of Forestry England. Maintain facilities at the Forest Centre to a high and safe standard and support to users of the facilities.

Key Responsibilities & Accountabilities

Customer Service:

- deliver exceptional 'front of house' customer service to visitors at the welcome point and when out in the forest to provide a positive visitor experience.
- provide advice and information to visitors.
- 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 and input, production of basic reports and on the job training and mentoring of colleagues
- support administration for social media and web-based information

Facilities Management:

- facilities management, such as maintenance of facilities, to include: emptying bins, litter collection and cleaning of toilets (when necessary).
- responding to emergency situations, such as fires, first aid response, together with other circumstances as required.
- supporting special events such as 'Forest Live' (musical concerts), Christmas event/Christmas tree sales and 'Active Forest'.
- identify where trees and vegetation may represent a danger to facility users, or generally cause a problem.
- other activities, such as dealing with unexpected events, team meetings and administrative tasks.
- undertake routine, recorded facility inspections of recreational facilities and buildings
- undertake grounds and site maintenance programme, using tools and machinery, where necessary

Health & Safety:

- coordinate the implementation of Emergency Procedures across the facility, providing first aid assistance and support to emergency services.
- ensure risk assessments are completed in accordance with Forestry England's policies and procedures.
- ensure correct use of tools and wear necessary personal protective equipment.

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

Location-Specific Information (optional)

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Skills, Knowledge & Experience

Essential Professional and Technical experience

- flexibility to respond to changing situations, re-prioritising work and recognising that ‘no two days are the same’.
- willingness to work outdoors in all weathers.
- excellent interpersonal skills.
- well-developed communication skills, particularly orally but also in writing.
- the ability to react calmly and effectively to emergency situations, and to be able to coordinate interaction with the emergency services.
- competent in the use of mobile phones.
- IT literate especially in respect of the Microsoft Office suite, but also to have the ability to understand and use bespoke in-house computer applications.

Qualifications

Essential

- previous experience working in a customer-facing role and dealing with a wide variety of stakeholders and customers.
- excellent communication skills and proven ability to remain calm and work effectively in a pressurised environment, or if faced with challenging customers.
- competent IT user with experience of MS packages, the internet and emails
- able to operate tools and equipment as required to undertake basic maintenance on site.
- willing to work outdoors, whatever the weather.

Desirable

- experience of undertaking cash handling duties