

Job Description - Weekend Visitor Services Officer (PB6B)

Job summary

As a Visitor Support Officer working every weekend, you will contribute to achieving an exceptional visitor experience, providing outstanding service so that visitors 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 service team, working weekends, you will operate our visitor welcome area, handle 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
- 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 and maintenance such as play area safety surfacing
- Helping with stock management

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
- Proven ability to work 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 expertise

- 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 managing stock
- 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

Qualifications

Essential

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