

## Job description - Visitor Services Manager (PB5)

### Job summary

As a Visitor Services Manager you will be responsible for the recreation visitor offer, activities and events at Wendover Woods. You will be managing the recreation team, overseeing health and safety compliance, managing the budget with a focus on increasing income generation and contract management. Working with internal and external stakeholders you will be enhancing and delivering an excellent visitor experience.

### Key responsibilities and accountabilities

- lead and manage the recreation team through coaching, support and promoting a positive and inclusive culture.
- ensure compliance with health and safety guidance, and communicate the importance of working safely, to manage risks across operations for staff, volunteers, the general public, and contractors.
- manage income and expenditure against budgets and report on variances, identifying areas for commercial growth
- undertake contract management for recreation-based contracts such as cleaning, chargeable parking systems and gate locking
- work closely with other departments such as Forestry & Land Management, Civils, Ecology, Estates and Marketing
- build and maintain good working relationships with external partners, tenants, and concession operators
- participate in relevant internal meetings providing updates and site information. Represent Forestry England at external meetings when required.

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

### Location-specific information (optional)

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## Skills, knowledge and experience

### Essential professional and technical experience

- evidence of working within a busy recreation / public facing role in a similar environment.
- managing or supervising staff, volunteers, contracts, and contractors.
- experience of managing health, safety and wellbeing including accident investigation and reporting.
- experience in managing events and activities
- understanding of budget management.
- competent IT user with experience in MS Office suite of applications and ForesterWeb.

### Desirable professional and technical experience

- understanding of Forestry England recreation management practices.
- knowledge of managing volunteers.
- project management.
- managing tenants and/or partnership businesses.

## Qualifications

### Essential

- a GCSE in Maths and English or functional skills equivalent.

### Desirable

- a degree or equivalent in relevant discipline.