

Job Description and Person specification

Visitor Centre Assistant

Job Description

Job title: Visitor Centre Assistant

Salary: Minimum wage (e.g. £8.91 if over 23) + holiday pay

Reporting to: Visitor Centre Coordinator

Direct reports: Volunteers on shift

Job purpose: To support the Kingfisher Barn Visitor Centre operations on the Stour Valley Nature Reserve on an ad hoc basis. The Visitor Centre has a café offering hot drinks, ice creams and cakes and runs nature-based events encouraging the local community to engage with nature and get outdoors.

Regular hours (two days a week) will initially be available until 31 March 2022 to cover the secondment of an established member of staff.

Job description

Visitor centre retail coordination

You will coordinate the daily running of the café, which is supported by volunteers and assist with planned activities and events. You will be responsible for:

- Coordinating volunteers on a day-to-day basis
- Daily food hygiene routines
- Stock control and ordering stock
- Opening and closing cashing up procedure
- Providing excellent customer service

Events

- Assist with regular and seasonal events and activities when required.

Additional information:

- Weekend work may be required
- Any other duties as required by line manager
- You may be asked to work at other Parks Foundation cafes, e.g. Winton Park Café, on occasions

Location: Kingfisher Barn, Granby Road, Bournemouth, BH9 3NZ

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Person Specification

Education, experience and knowledge	Essential/desirable
Practical experience of working in a café/retail environment	Desirable
Knowledge of food hygiene and Health & Safety criteria for catering outlets	Desirable
Food Hygiene certificate	Desirable
Skills and ability	
Ability to coordinate volunteers	Desirable
Capable of coordinating all aspects of café operations	Essential
Able to assist with a programme of nature-based activities	Desirable
Able to work on own initiative as well as in a team	Essential
Confident using Microsoft Word, Excel and Outlook	Desirable
Customer service focussed with dedicated approach to delivering the best service to Centre visitors	Essential
Personal attributes	
Enthusiasm for sharing information with a nature conservation focus	Essential
Interest in nature and the outdoors	Desirable
Knowledge of the local area and its history	Desirable
Approachable and friendly, with the ability to communicate with a wide range of audiences	Essential
Flexible and adaptable attitude towards work	Essential
Able to work occasional weekends	Essential

