

Job Description

Job title: Visitor Centre Manager

Salary: £19,656 - £24,570 per annum

Terms: Part or Full time (30 – 37.5 hours a week)

Reporting to: CEO/Trading Manager, with day-to-day liaison with BCP Council Senior Countryside Ranger.

Direct reports: No paid staff, but will be responsible for Visitor Centre volunteers

Job purpose:

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

You will develop the site events programme, supported by volunteers, to enhance the visitor centre offering, promote health and wellbeing activities and increase profit. This is a key element of the role, creating a vibrant schedule of regular activities, hosting events and supporting volunteers.

Job description

Visitor centre retail management

Coordinate the café offer within the Kingfisher Barn Visitor Centre with responsibility for ordering, volunteer staffing, food hygiene, stock control and good customer service.

- Create a welcoming and friendly atmosphere for the Visitor Centre
- Recruit, train and manage a team of volunteers to support café operations, working closely to develop their skills and establish a community of volunteers
- Ensure an accurate record of volunteer information is maintained for insurance purposes
- Liaise with suppliers for ordering stock and develop good working relationships - we operate on an ethical/Fair Trade/organic basis wherever possible
- Stock management to maintain quality and minimise wastage of products
- Maintain a selection of retail items relevant to activities on the nature reserve and work with local artisans to exhibit, on a commission basis, handcrafted art and gifts
- Ensure all staff and volunteers have required Food Hygiene certificates
- Responsible for overall standards of cleanliness and Health & Safety procedures

Job Description and Person specification

Visitor Centre Manager

Events

Either directly run or facilitate a variety of weekly events and activities to engage the local community with nature-based activities.

- Establish and develop a programme of events, e.g. Nature Tots for children and Health Walks - responsible for leading certain events/activities and facilitating instructors for further activities, gardening club, art classes etc.
- Develop new events and activities to increase Visitor Centre footfall and maximise income
- Network with local community groups, charities and schools to promote facility use and attract new users
- Order equipment for activities ensuring events are profitable and all receipts are processed

Finance:

- Cash up on a daily basis
- Keep an accurate account of all income and expenditure, responsible for reporting of Visitor Centre's profitability at project steering groups
- Develop new income streams for the Visitor Centre

Marketing:

- Support the promotion of Kingfisher Barn's activities to residents and community groups
- Support Kingfisher Barn's Facebook group and other social media accounts

Other:

- Update project steering group on Visitor Centre activities and operations
- Your role may evolve over time, for example outreaching to other parks, therefore you will be expected to be flexible and adaptable when these changes arise
- Represent The Parks Foundation at meetings and events
- Any other duties as required by The Parks Foundation CEO or Trading Manager

Additional information:

- Weekend work will be required on a regular basis
- Some out of hours work may be required

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

Direct interfaces:

- Parks Foundation and BCP Council staff
- Parks Foundation and BCP Volunteers
- Local residents and community groups

Budget control: not applicable for role

Person Specification

Education, experience and knowledge	Essential/desirable
Educated to A-level/equivalent or relevant work experience	Essential
Practical experience of working in/managing a café/retail environment	Desirable
Knowledge of food hygiene and Health & Safety criteria for catering outlets	Desirable
Experience in recruiting, managing and developing volunteers	Desirable
Capable of leading nature-based activities	Desirable
Experience of engaging with communities, organising and developing community-led activities	Desirable
Skills and ability	
Ability to coordinate a team of voluntary staff	Essential
Capable of managing all aspects of café operations	Essential
Able to support a programme of nature-based activities	Essential
Organised with an ability to manage own workload	Essential
Able to work on own initiative as well as in a team	Essential
Confident using Microsoft Word, Excel and Outlook	Essential
Personal attributes	
Committed to establishing a community nature facility which engages local people	Essential
Approachable and friendly, with the ability to communicate with a wide range of stakeholders	Essential
Flexible and adaptable attitude towards work	Essential
Able to work weekends and occasional evenings	Essential
Driving license	Desirable
Interest in nature and the outdoors	Essential

