

Visitor Centre Officer – Part-time Thursday, Friday and Saturday.

The Water of Leith Conservation Trust is seeking an outgoing and enthusiastic person to join our team based at the Water of Leith Visitor Centre, in Slateford, Edinburgh. A four star visitor attraction and community cafe, which welcomes around 20,000 visitors and 170 visiting groups and schools annually. The Water of Leith Conservation Trust (WofLCT) works to conserve and enhance Edinburgh's river for more information about our work visit www.waterofleith.org.uk

Please apply with a CV and cover letter by 22nd May 2023. We hope to hold interviews on Tuesday 30th May. Submit applications to admin@waterofleith.org.uk

ROLE DESCRIPTION

TITLE: Visitor Centre Officer

SALARY: Grade 4 £22,000 to £27,500 pro rata

HOURS: 21 hours per week – 3 days, Thursday, Friday and Saturday

CONTRACT TYPE: Permanent

LOCATION: Water of Leith Visitor Centre

RESPONSIBLE TO: Trust Manager

RESPONSIBLE FOR: Café, Centre and Administration Volunteers, Participants on events / learning activities

JOB SUMMARY:

To ensure the smooth daily operation of the Water of Leith Visitor Centre, delivery of outdoor learning opportunities and administration of Trust volunteer database.

MAIN DUTIES:

Visitor Centre Operation

- Responsible for opening/closing when on duty, the day to day running of the cafe and exhibition space, customer service and refreshment provision.
- Process sales transactions efficiently and effectively and be accountable for cash and card sales
- Support and training of Café and centre volunteers, including organisation of the rota with the Visitor Centre and Administration Officer.
- Responsible for purchase and collection of cafe stock and centre cleaning / office supplies.
- Regularly review retail provision and stock, developing a sustainable seasonal gift range for the shop, and development of the Visitor Centre services and offering with the Visitor Centre and Administration Officer
- Prepare rooms for hire and facilitate bookings.

Outdoor Learning

- Develop, prepare and deliver environmentally themed Birthday Parties in the Centre and on the river*
- Develop, lead and supervise children's events, group visits and community learning opportunities*

Volunteer Administration

- Responsible for development and management of the volunteer database and associated processes. Supporting an Admin Volunteer in data entry tasks where appropriate.
- With Visitor Centre Officer recruit volunteers for Centre based roles and support effective communication between staff and volunteers.

OTHER RESPONSIBILITIES:

- Assist with information provision and awareness raising activities to promote the Visitor Centre, the work of the Trust and the Walkway.
- Work within the Trust's Health and Safety policies and procedures and assist with the maintenance of all internal facilities ensuring they are in good order, including a regular deep clean of our interactive models.
- Assist with all media promotions and aim to raise awareness of the Trusts work and the Visitor Centre, this includes the development online resources, posting to social media and producing content for newsletters and blogs

*You require a satisfactory PVG (Protecting Vulnerable Groups) check to show you are suitable for this type of work

PERSONAL SPECIFICATION

	Essential	Desirable
Qualifications		
A good general level of education to National 5 / GCSE level	x	
Higher qualification / degree in related field – Environmental, Tourism, Heritage etc		x
First Aid Certificate		x
Valid Driving Licence (for Cash and Carry trips)	x	
Experience		
Working with and supervising volunteers		x
Working in a Visitor Centre, Café and / or other customer services role	x	
Record keeping and cash handling		x
Effective management of administration systems		x
Working with young people in a learning setting		x
Community event delivery	x	
Skills		
Effective communication and social skills	x	
Working on your own initiative		x
IT including MS Office internet and social media	x	
Flexible customer focused approach	x	
Knowledge		
Understanding of and interest in nature and the natural environment		x
Understanding of customer services and issues which are likely to arise.		x

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A work programme will guide day to day tasks; to be compiled in agreement with the Trust Manager. The work programme relates directly to the WofLCT's objectives and contains annual targets, and contains annual targets, reporting requirements and time limited projects.