

ROLE DESCRIPTION

TITLE: Visitor Centre Assistant

SALARY: Grade 2 £22,222 National Living Wage

HOURS: 7.5 hours per week on a Sunday

CONTRACT TYPE: Permanent following 6 month probation

Start Date: Flexible

LOCATION: Water of Leith Visitor Centre, 24 Lanark Road, Edinburgh, EH14 1TQ

RESPONSIBLE TO: Visitor Centre and Admin Officer

RESPONSIBLE FOR: Visitor Centre Volunteers

JOB SUMMARY:

To ensure the smooth daily operation of the Water of Leith Visitor Centre and volunteer run Community Café on Sundays.

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 volunteers, when on duty, including help with the organisation of the rota with the Visitor Centre and Administration Officer.
- Review retail provision and stock as required.

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 Trust's work and the Visitor Centre, this includes the development of online resources, posting to social media and producing content for newsletters and blogs

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		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	
Skills		
Effective communication and social skills	x	
Working on your own initiative	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

Application procedure: CV plus covering letter detailing how you meet the personal specifications of the Role Description (table above) and any directly relevant experience emailed to helen.brown@waterofleith.org.uk by 5.00pm on 7th February 2025.

THE TRUST

More about the Water of Leith Conservation Trust can be found at:

<https://www.waterofleith.org.uk/>

Our Vision: A healthy river cared for by its community

Through partnerships and practical action The Water of Leith Conservation Trust (WOLCT) works to protect and improve the Water of Leith as a haven for wildlife and a resilient blue-green network for the city. We deliver inclusive learning, volunteering and recreational opportunities which connect communities with Edinburgh's river. Registered Charity no SC000015

Founded in 1988, as Scotland's first river charity and guardians of the river, we strive to raise the profile of this key environmental asset and promote community action to help the river. We work with volunteers and community groups to deliver around 270 river clean-ups and habitat improvement tasks annually - managing INNS, Meadows, and community gardens. Our open daily Visitor Centre hosts an exhibition and community café. Operating as a hub for outdoor learning and we deliver over 170 school classes, community learning activities and events annually, In partnership with others we manage 26 miles of river habitat and 13 miles of walkway through Edinburgh, promoting it sustainable use and management. We work to develop projects which improve the river health and resilience to climate change and improve spaces for all user.