

# Job Description



<b>Title</b>	Seasonal Visitor Centre Assistant
<b>Based</b>	Montrose
<b>Dept/Region</b>	External Affairs
<b>Line Manager</b>	Montrose Basin Visitor Centre Site Manager

## Our Mission

For 60 years, the Scottish Wildlife Trust has worked with its members, partners and supporters in pursuit of its vision of healthy, resilient ecosystems across Scotland's land and seas. The Trust successfully champions the cause of wildlife through policy and campaigning work, demonstrates best practice through practical conservation and innovative partnerships, and inspires people to take positive action through its education and engagement activities. The Trust manages a network of around 100 wildlife reserves across Scotland and is a member of the UK-wide Wildlife Trusts movement.

## Our Values

- We are pioneers
- We are always learning
- We act with integrity
- We are evidence-based
- We are impact focused
- We are collaborative

## Overall Purpose of the Role

To assist with the day-to-day running of the Montrose Basin Visitor Centre, providing first class customer service, and assisting in membership recruitment, sales, and seasonal wildlife events. This role involves working with volunteers, operating the till system and coffee machine, opening/closing the centre, and cashing up.

## Main Objectives

1. Provide first class customer care and visitor services at this flagship visitor centre's reception and exhibition area
2. Promote the work of the Scottish Wildlife Trust and raise the profile of the visitor centre, including updating social media platforms

3. Assist with maximizing sales and commercial return from the visitor centre, and meeting membership and recruitment targets
4. Facilitate day-to-day duties of the visitor centre operations, including interpretation of wildlife at the windows, opening and closing the centre, maintaining standards of cleanliness/health and safety, and daily cashing up
5. Assist with the planning and running of events
6. Assist with daily volunteer management

### Key Internal & External Contacts

Internal: Visitor centre staff (Site Manager, Visitor Centre Assistants, Teacher Naturalists) and volunteers, Angus Ranger, Membership department

External: Members of the public, stockists (for gift shop/coffee shop)

### Qualifications, Experience (essential/desirable)

- Relevant experience of working in a customer focused organisation with interface with the public.

#### Desirable:

- Experience in the tourism industry, preferably at a visitor attraction or similar
- Cash handling experience
- Experience in volunteer management

Key competencies	Essential	Desirable
Technology and knowledge (IT)	•	
Organisation and planning	•	
Communication (writing/spoken)	•	
Problem Solving	•	
Judgement	•	
Management		
Teamwork	•	
Commitment to organisational culture, values and vision	•	

Additional Requirements	Essential	Desirable	Not applicable
Right to work in the UK	x		
Full Driving Licence		x	
Protection of Vulnerable Groups membership			x
First Aid Certificate		x	

Credit Check		x	
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Author	Joanna Peaker, Montrose Basin Visitor Centre Site Manager
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