

Job Description



Title	Seasonal Visitor Centre Assistant
Based	Loch of the Lowes Visitor Centre
Dept/Region	Public Affairs
Line Manager	Visitor Centre Assistant Manager

Overall Purpose of the Job

To assist the Visitor Centre (VC) Assistant Manager with operating the Loch of the Lowes Visitor Centre, in order to fulfil the conservation and commercial objectives of the Scottish Wildlife Trust (SWT)

Main Duties

1. Day-to-day operations of the VC.
2. Provide first class customer care and visitor services.
3. Promote wildlife conservation, the work of SWT and the profile of the Loch of the Lowes wildlife reserve.
4. Maintain daily cashing up accounts, administer visitor questionnaires/data and ensure VC facilities function to a high standard.
5. Assist with maximising sales and commercial return from the VC, and meeting membership recruitment targets.
6. Undertake regular stock updates and ordering, providing monthly reports.
7. Assist with the supervision of other members of staff
8. Assist in the supervision of Visitor Centre volunteers and running the volunteer programme.
9. Assist in the planning and running of events.
10. Assist in the promotion of Loch of the Lowes through the media.
11. Deputise for the VC Assistant Manager in their absence.

Key Internal & External Contacts

- Visitor Centre Assistant Manager, Regional Visitor Centre Manager, Seasonal staff, volunteers
- Members of the public visiting the Loch of the Lowes visitor centre
- Retail Suppliers

Personal Specification

Qualifications, Training, Knowledge and Experience:
Essential Qualifications: <ul style="list-style-type: none">• Relevant experience of working in a customer focused organisation with significant interface with the public
Desirable <ul style="list-style-type: none">• Experience in the tourism industry, preferably at a visitor attraction or similar.
Special Competencies:
Skills and Abilities <ul style="list-style-type: none">• Excellent customer care skills• Computer/IT skills including social media• Smart appearance, enthusiastic, ability to work as part of a team, people skills, business acumen and good record keeping• Strong communication skills and a good organizer• Commitment and determination with well developed interpersonal skills• Personally organised and flexible• Creative• Current driving licence• Empathy for conservation and wildlife
Knowledge <ul style="list-style-type: none">• Child welfare laws including The Protection of Children Act (Scotland)• General knowledge of Health & Safety

Date	10 th January 2018
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Position	Regional Visitor Centre Manager, Perthshire & Angus