

JOB DESCRIPTION

Duty Manager

Hours of work: As per rota, average of 17 hours per weekend worked

Type of contract: Fixed Term

Based at: Nature Discovery Centre, Thatcham

Salary Band: B

BACKGROUND

The Berkshire, Buckinghamshire and Oxfordshire Wildlife Trust (also known as BBOWT) was formed in 1959 and has a vision of an environment rich in wildlife for everyone, valued by all. We aim to lead the way to nature's recovery through innovative land management, and connect people with nature to improve their wellbeing. We work in partnership and through collaborative projects with local communities, businesses, land owners and local authorities. In the three counties BBOWT owns or manages over 80 nature reserves covering 2,500 hectares. We have more than 50,000 members, employ over 100 professional staff, and have active support from more than 1,350 volunteers. Each year around 12,000 schoolchildren visit our education centres. BBOWT has an annual turnover of over £6 million and receives income from membership subscriptions, grants and donations. BBOWT is one of 46 Wildlife Trusts working across the UK, each is a corporate member of the Royal Society of Wildlife Trusts.

Our mission – To create a Living Landscape across our towns, cities and countryside and inspire our communities to act for nature.

Our aim – To lead the way for nature's recovery and connect people with nature, so that:

- Our soil and water resources are managed to create functioning ecosystems and wildlife-rich places.
- Local communities, decision-makers, landowners and business work with and for nature.
- People recognise their dependence upon nature and its value to their mental and physical wellbeing.

JOB PURPOSE

- To be accountable for the effective running of the NDC as Duty Manager (for rota'd shifts)

REPORTING LINE

Reports directly to Visitor Centre Manager

STAFF MANAGEMENT

This post has no direct line reports, however in the Duty Manager capacity will oversee all operations in day and will be accountable for all staff on site for that shift

BUDGETARY RESPONSIBILITY

This post has no budgetary responsibility

KEY RESPONSIBILITIES

Visitor Experience

- Accountable for opening up the centre – this includes opening the centre in the morning, opening toilets, getting cash out of the safe, litter picking, emptying bins, checking playgrounds and heavy use areas for any dangerous objects
- Accountable for closing up the centre – this includes helping to manage cash reconciliation, securing cash taken in the safe, locking up the centre and toilets.
- To be responsible for providing a positive experience for visitors to NDC, promoting and engendering excellent customer service at all times
- To have a presence at the main reception area, covering reception area as and when required
- Facilitate all room bookings, to include set up and close down of room (tables, chairs to desired layout), show visitors into room and explain centre facilities set up, be available for any questions throughout the room booking, assist café staff in set up and close down for any food provision, take money for room booking
- Provide support to any events, to include set up and close down of any equipment for the event, assisting the event lead (external or internal) to prepare for the event, answer visitors questions about the event

Trading and staff coordination

- To support the trading operations including the café and shop operations when needed
- Handle cash in line with Trust procedures, including when providing float to café and shop, emptying carpark machines or supervising cashing up at the end of the day.
- Troubleshoot staff issues during the shift – including arranging cover for reception staff sickness during weekend shifts, and Café staff sickness if Café Supervisor absent.
- Work flexibly to provide the 'extra pair of hands' where needed e.g. covering lunch on reception and supporting the café lunch breaks,
- Manage incoming telephone enquiries for NDC, including requests for Snelsmore bookings and any escalations from other sites throughout West Berkshire (NDC is quoted telephone number at many non manned reserves) appropriately – routing these on to other BBOWT staff as appropriate

Health and Safety

- Act as the duty manager and lead fire marshal in the event of a fire alarm
- To help ensure the Visitor Centre is kept up to the high standards of tidiness and cleanliness required to comply with retail, catering and visitor service standards
- Deal with any visitor complaints and accidents
- Manage any emergent facilities issues such as spillages, equipment failures, cleaning problems; ensuring visitor and staff safety at all times¹
- Liaise with any external organisations as required during the shift, this may include public services (e.g. Thames Water) emergency services or the environment agency¹
- Manage any visitor behavioural issues, using community police support as needed

General Duties

¹ During weekday or school holiday DM shifts, other team members may support on these tasks.

- To provide support with our social media posts, especially when needed in emergency situations, for example, weather warnings and closure of the site, cancelled events etc.
- Escalate any issues that require wider support within BBOWT, which may include land management team, publicity team, and IT maintenance. Additionally in the event of serious issues, escalation will be required to a member of the BBOWT leadership team
- To engender a culture of membership recruitment within the team
- To work weekends, bank holidays and occasional evenings on an agreed rota
- Attend meetings as required by line manager
- Adhere to all Trust policies, procedures and systems.
- To represent the Trust in a professional manner and to act at all times in a manner which will not damage its reputation
- To ensure that all health and safety obligations are met in all aspects of the role
- To provide regular reports as required, including post Duty Manager reports detailing weekend activities, takings, accidents, any other relevant information, in order that any action needed can be taken the following week
- Any other duties as delegated by the line manager, Head of Department or Chief Executive

PERSON SPECIFICATION

	Essential	Desirable
Experience of working with the general public in a busy environment	✓	
Experience of cash handling and reconciliation	✓	
A practical, 'can-do' attitude and willingness to 'get stuck in'	✓	
Welcoming and approachable	✓	
Confident in dealing with public in difficult or very busy situations	✓	
Experience of working with volunteers		✓
Experience of working at a visitor attraction	✓	
A flexible approach to working	✓	
First aid at work	✓	
Fire Marshal	✓	
Food Safety certification *		✓
An existing interest in wildlife	✓	
Excellent organisational skills, ability to work under pressure and to meet deadlines	✓	
Ability to deal with the public, trust members and volunteers in a friendly and professional manner in a variety of situations	✓	
Ability and willingness to demonstrate the BBOWT values of Integrity; Respecting Others; Personal Responsibility; Team Work; and Learning Culture	✓	

✓* means that the certification must be achieved within 1 month of being appointed in post (if not already qualified). In these instances, the candidate appointed will receive appropriate training and two opportunities to pass assessments to ensure that they do meet the criteria. The training and assessments will take place within the six week probationary period or a longer period if agreed by the Trust. A consistent failure to achieve an adequate standard in tests for 'essential' skills is likely to mean that the employment will be terminated.

MEASUREMENTS OF SUCCESS

- Supportive and flexible approach to team work in the visitor centre to allow the successful running of the site
- A happy and effective staff and volunteer Visitor centre team
- Visitors numbers and level of satisfaction maintained or improved