

## Visitor Centre Shift Leader – Idle Valley

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| <b>Location:</b>                 | Idle Valley Nature Centre                                                                                         |
| <b>Responsible to:</b>           | Visitor Centre Team Leader                                                                                        |
| <b>Responsible for:</b>          | No formal line management responsibility.<br><br>Supervision of Visitor Centre Assistants when on duty            |
| <b>Terms &amp; Requirements:</b> | (Part Time, Permanent)<br>Evenings and weekend working will be required<br>Travel to other sites will be required |

### Key Purpose

The Shift Leader role is to supervise the team of Visitor Centre Assistants to deliver a consistent high quality customer experience.

The Shift Leader will take responsibility for the operation of the Idle Valley Nature Centre when on duty, supporting the Team Leaders in carrying out opening/closing procedures, till reconciliation, financial reporting, stock control and ordering and ensuring the security of the building.

They will supervise the team of Visitor Centre Assistants to deliver a consistent high-quality visitor and customer experience, as an important shop window of NWT, ensuring return visits and third party advocacy.

### Responsibilities

- Supervise staff performance, development, culture and wellbeing when on shift
- Day-to-day responsibility for the delivery of exceptional and memorable customer experience, as an important shop window of NWT, ensuring return visits and third party advocacy
- Lead daily operations as a key central point of contact, including supporting Team Leader responsibilities, ensuring opening/closing, handle cash/banking, meeting high levels of environmental health standards and managing the Trading calendar
- Ensure the delivery of a high quality, locally sourced (where possible) catering and retail offer, by undertaking ordering, stock control and menu planning activities
- Maintain accurate and up-to-date records, including food hygiene, environmental health, wastage and other records
- Support event promotion, booking and delivery to ensure a high quality customer experience from first contact to after final invoice
- Support recruitment, management, training and motivation of visitor facing staff and volunteers to foster a customer-focussed culture
- Support building and facilities maintenance and management

- Ensure health & safety, facilities management and environmental health standards are met
- Work in a way that is aligned with the values of NWT – Ambitious, Innovative, Supportive, Together and Inclusive
- Work in accordance with current Health & Safety legislation and best practice
- Assist with other areas of work and undertake other duties appropriate to the post.
- Develop and maintain contacts with colleagues in other Wildlife Trusts and the Royal Society of Wildlife Trusts
- Recruit, manage and engage with volunteers within own area of work
- In this role, you will be required to work outside of standard office hours
- This role is subject to a DBS (Basic) check

## **Key competencies**

### **Desirable qualifications:**

- Food Hygiene Level 2
- Allergen Awareness
- Full Driving Licence
- First Aid

### **Capabilities:**

- Understanding of running a high quality, high footfall catering operation
- Knowledge of health & safety and environmental health regulations
- Ability to supervise others to deliver excellent customer service
- Experience of using EPOS systems and reporting, with the ability to understand financial information and data

### **Experience**

- A minimum of 1 year's experience in a similar role
- Demonstrable experience of supervising staff or volunteers
- Experience of the day-to-day activities of a catering operation including record-keeping, opening and closing, till reconciliation, ordering, staff rotas and recording of staff hours
- Experience of working in the voluntary sector, or of volunteering

### **Alignment to Values – Ambitious, Innovative, Supportive, Together and Inclusive**

- A high level of commitment, enthusiasm and self-motivation with a flexible and professional approach to work
- A commitment to working co-operatively as part of a team
- Welcoming constructive and challenging conversations
- Good communicator, able to build strong relationships internally and externally
- Self-aware, adaptable and able to work independently