

Job Description

Post Title	Visitor Services Officer
Job Evaluation	N11060
Grade	9
Service	Neighbourhoods and Environment
Service Area	Environment – North Pennines National Landscapes
Reporting to	Programme Manager - Engagement, Heritage and Operations
Location	Your normal place of work is North Pennines National Landscape Team's Bowlees Visitor Centre, Newbiggin, Middleton-in-Teesdale. However, you may be required to work at any National Landscape Team workplace within the National Landscape.
Disclosure and Barring Service (DBS)	This post is not subject to a disclosure.
Flexitime	This post is eligible for flexitime
Politically restricted	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State

Description of role

To coordinate day to day running of the Bowlees Visitor Centre.

Duties and Responsibilities

Listed below are the responsibilities this role will be primarily responsible for:

The post holder will be required:

- Co-ordinating the day-to-day operation of the centre and associated site.
- Maintaining a strong working relationship with the café franchise operator, or, managing the café operation.
- To provide visitor engagement opportunities for the public and groups at the Visitor Centre as necessary
- Overseeing a rolling programme of events and activities to be held at Bowlees Visitor Centre both indoors and outside.
- Establishing partnerships with organisations, businesses and individuals, to further the aims of the National Landscape Team in relation to Bowlees.
- Contributing towards management of a budget for Bowlees Visitor Centre and supporting financial monitoring and forecasting.
- Developing projects which improve the offer at the Bowlees Visitor Centre and associated site year on year.
- Assisting in the delivery of the business plan for the site.

- Managing the retail and information offer, which the centre and site provides including responsibility for procurement, cash handling and health and safety.
- Recruiting, training and managing volunteers to help with the management of the site and to provide guided walks and activities for visiting members of the general public.
- Line managing Caretaker and Visitor Services Assistants.
- Producing reports, as required, to relevant bodies of the North Pennines National Landscape and its partner authorities on issues and action in the North Pennines for which the post holder is taking the lead.
- Contributing to the promotion of Bowlees Visitor Centre in collaboration with communication colleagues.
- Liaising with Visit County Durham, ensuring that responsibilities as a level 1 information point are adhered to.
- Helping to ensure that action undertaken within the National Landscape is consistent with and complementary to the purpose of designation / UNESCO Geopark status.
- Supervising such contractors as may be appointed to develop specific projects within the officer's main areas of responsibility, and liaising with sub-contractors as required.
- Undertaking other duties as required, consistent with the responsibility level of the post, as directed by the Programme Manager, Director or Senior Management Team

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	Educated to degree level or equivalent in an appropriate field and with significant relevant work experience.	- A teaching qualification and/or relevant teaching experience. - First Aid Certificate. - Retail qualification.
Experience	- Working in a small customer facing business, establishment and/or visitor centre. - Excellent presentation skills - Managing budgets and handling cash - Dealing with the public. - Working with and delivering public events and activities. - Project and budget management - Working with volunteers - Being responsible for a site or building / Office Management - IT software packages such as Excel and Word	- Developing successful relationships with a range of partner organisations - Food retail / hospitality management - Multi-partner project delivery. - Dealing with a broad range of people and their communities and representative organisations - Protected Landscapes and their management. - Use of Excel, Word and financial management / procurement systems.
Skills and Knowledge	- Ability to manage volunteers and staff - Awareness of health and safety requirements in relation to the role - Cash handling and reconciliation - Knowledge of project and budget management procedures and techniques - Ability to communicate effectively both orally and in writing. - Able to communicate with a wide range of different people from different interest groups. - Ability to undertake work with community groups and local societies. - Knowledge of Visitor Services and/or retail in a relevant field.	- Needs of the community and environment in the uplands - Knowledge of conservation and land management issues. - Knowledge and experience of business operation and management. - Knowledge of relevant national and local policy initiatives for rural areas and for this area of work in particular. - Knowledge of the National Curriculum and its Key Stages with particular reference to outdoor environmental education.

	• Knowledge of the issues affecting outdoor environmental education. • Knowledge of nature conservation policy and practice, especially as it affects rural areas and upland Protected Landscapes	
Personal Qualities	• Access to a car or means of mobility support (if driving must have a current valid driving licence and appropriate insurance). • Ability to work using own initiative, to generate ideas and to motivate others • An organised approach to work and a capability to work under pressure of deadlines • Ability to organise / prioritise a heavy workload • Ability to develop ideas and present them persuasively • Ability to be self-reliant and work without close supervision. • Political awareness, tact and diplomacy • Professional and highly motivated. • Demonstrable commitment to making a positive impact and contribution to the relevant field of work and associated communities. • Willingness to work outside normal office hours	• A personal commitment to and interest in the uplands and in Protected Landscapes