



JOB DESCRIPTION COMMUNITY & VISITOR ENGAGEMENT OFFICER (FAR INGS)

Location	Far Ings National Nature Reserve, Barton upon Humber
Responsible to	Senior Education and Community Officer (Far Ings)
Job Purpose	To support the delivery and continued development of an inspiring, welcoming visitor experience at Far Ings National Nature Reserve

KEY TASKS

- A. Help manage the Visitor and Education Centre and deliver an excellent visitor experience.
- B. Support the recruitment and supervision of a team of 'public engagement' volunteers who work in the visitor centre and on the reserve. Organise rotas and ensure cover for times when the centre is open and key engagement points are well supported.
- C. Assist in the smooth running of the visitor centre, including retail operations such as stock ordering, display, stock control, till operation, and cash handling. Undertake day-to-day duties within the visitor centre, including opening and closing the building.
- D. Assist with promotional and marketing activity of Far Ings, including developing relationships with organisations and local venues and using social media.
- E. Contribute to the development and delivery of engaging visitor experiences, activities, and displays within the visitor centre and on the reserve including features such as the wildlife sightings board and gathering visitor feedback.
- F. Contribute to the presentation and development of the retail and light catering offer. Help create an attractive, thoughtful range of products that reflect the reserve and enhance the visitor experience.
- G. To carry out day-to-day operations in the visitor centre including locking and unlocking and, in consultation with the Senior Education and Community Officer, assist with regular building checks, maintenance and repairs.
- H. Provide general administrative support as required.
- I. Participate in a programme of training and development, primarily through work-based learning, supported by senior staff.
- J. Work in accordance with the Trust's Health & Safety policies and procedures, including risk assessments and safe working practices.
- K. Undertake any other reasonable duties as required to support the work of the Trust.