



APPOINTMENT OF COMMUNITY & VISITOR ENGAGEMENT OFFICER (FAR INGS)

PERSON SPECIFICATION

CHARACTERISTICS	ESSENTIAL/ MINIMUM	DESIRABLE
QUALIFICATIONS		Good general education
SKILLS AND EXPERIENCE	Experience of delivering a great customer or visitor experience	Previous experience of running a visitor centre/retail premises.
	Good communicator	Outgoing personality with enthusiasm for wildlife and nature
	Basic administrative experience	Knowledge of administration and ability to keep systems well organised and up-to-date
	Knowledge of basic computer systems	Good knowledge of IT applications
	Flexibility to work with a variety of staff and volunteers	Experience of recruiting and training volunteers
	Willingness to help organise events and visitor experience activities	Experience of organising & delivering events
	Handling payments	Basic financial skills
	Good team working skills	
PERSONAL ATTRIBUTES	A people person who enjoys interacting with a wide range of different people including individuals, communities, families, staff and volunteers.	
	Enthusiasm for wildlife and the environment and a desire to share this with people of all ages.	
	Flexible approach to weekend, bank holidays and evening working.	
	Ability to work independently with minimum supervision.	