



## Visitor Engagement Warden

**Grade:** 4

**Directorate:** Operations

**Location:** London

**Reporting to:** Engagement Manager

**Main function of post:** You will welcome visitors and provide a visible and approachable staff presence at the London Wetland Centre, taking a pro-active approach to visitor engagement opportunities. In addition to leading walks, talks, tours and activities yourself, you will provide day to day support to Visitor Engagement Volunteers and wider support across the London Wetland Centre operation.

**Supervisory responsibilities:** Support supervision of the Visitor Engagement volunteers on a day to day basis.

**Hours worked:** Part time: 3 days per week – 22.5 hours

**Working pattern:** 3 days from 7 including weekends and bank holidays

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### Main duties of the post

1. To lead walks, talks, tours and activities at the London Wetland Centre, imparting knowledge with factual accuracy and enthusiasm, recognising the needs and abilities of different diverse audiences.
2. To support the Engagement Manager with the daily leadership of Visitor Engagement volunteers. This includes acting as the daily point of contact for the team and assisting with rotas and allocation of duties.
3. To champion ongoing development of standards of customer care across the site, providing a visible, pro-active and approachable staff presence at the Centre.

4. To provide input and support to the development of new visitor services initiatives, representing the views of your team and the visitor to help ensure that our visitor offering aligns closely with customer needs. This will include assisting with research, development and planning and being a part of project teams.
5. To assist with the completion and collation of visitor surveys.
6. To act as a First Aider.
7. You will assist with the daily operation and visual presentation of the site ensuring that the visitor experience is maximised, tasks including the locking and unlocking of buildings and assistance with light maintenance, cleansing and interpretation. This may include supporting the grounds, aviculture and reserve teams, administration, membership and trading, facilitating a working knowledge of their roles that can then be communicated to our visitors.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the manager shown above, from time to time.

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**Date raised: Feb 2017**

**Amended: Jan 2018**

# Person Specification

## 1. Qualifications

### **Essential:**

- None

### **Desirable:**

- Qualifications reflecting interest in nature and its conservation, possibly at degree level
- Short-courses in practical elements of countryside and outdoor management
- First aid qualification

## 2. Experience

### **Essential:**

- Experience of working in a visitor attraction in a customer facing role
- Experience of communicating natural science to diverse audiences, including individuals and groups of all ages and abilities
- Experience of participating in events and activities

### **Desirable:**

- Experience of leading walks, talks, or tours
- Experience of completing practical countryside conservation tasks or animal husbandry
- Experience of working with volunteers

## 3. Managerial & Supervisory

### **Essential:**

- Ability to keep accurate records, using paper and computer systems
- Ability to learn, retain and relay information in the form of briefing notes, talks and presentations
- A good eye for detail, particularly concerning site presentation

Type of staff	Number managed	Number supervised
Employed Staff	0	0
Volunteers / Casual Workers	0	70
Contractors	0	0

## 4. Responsibility

**Essential:**

- Ability to sensitively handle confidential information and small amounts of cash

**Levels of Responsibility:**

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£0
Cash Handling	£200
Assets (required for job, exc. buildings)	£0
Visitors (per annum)	180,000 visitors

## 5. Creative Ability

**Essential:**

- Knowledge of wildlife and conservation, particularly British species
- Ability to communicate in all formats in an engaging, inspirational and informative style
- Ability to contribute creative ideas to visitor programming, including events and interpretation initiatives
- Ability to work outside in a physical role in all weathers
- Influencing skills
- A team player with a strong understanding of the impact of their behavior on others
- Ability to understand and work within operational procedures and health and safety policies

## 6. Contact

**Essential:**

- Contact with other departments and public on routine matters

**Desirable:**

- To represent WWT at external events from time to time

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## General Notes

This position will frequently require work on, weekends and public holidays, with occasional evenings to meet the needs of the post.