



Post: Office and Facilities Manager

Grade: 8

Directorate: Operations

Location: Llanelli

Reporting to: Centre Manager

Main function of post: To provide administrative and operational support to the Centre Manager and wider Llanelli Wetland Centre team. To ensure all aspects of the Visitor Centre and Discovery Centre buildings infrastructure are managed to a high standards and provide a welcoming experience for our visitors. To act as Health and Safety Officer for the WWT Llanelli Wetland Centre. To be the main point of contact in the Centre Manager's absence.

Supervisory responsibilities: Volunteers, cleaning team and facilities contractors

Hours worked: 37.5 hours per week.

Working pattern: Working 5 from 7 days per week to include weekends and Bank Holidays.

Main duties of the post

- Provide high quality secretarial and administrative support to the General Manager and to the centre team as required, including (but not limited to) handling correspondence, recording of minutes and report writing, data collation, monitoring donations, assisting with staff/volunteer updates, maintaining all stationary supplies and group bookings and room/venue hire
- To be responsible for administrative returns to Slimbridge Headquarters in a timely manner including invoicing, personnel records and payroll.
- To manage a central filing system for the centre, ensuring all important and legal paperwork is current, accessible and displayed appropriately where applicable.
- To manage all contracts and license's including, TV, radio, waste transfer notes, janitorial contracts, etc. liaising with security suppliers, equipment suppliers and fire safety suppliers, to ensure any contracted provision and equipment is routinely maintained and serviced and that all legally required building and equipment inspections are completed
- To be responsibility for the centre training register, keeping both electronic and hard copies up to date and to ensure that an effective system for refreshers is in place by working with other Heads of Department to ensure that this is supported.

- To manage the building maintenance and the administration budget
- To be responsible for ordering staff uniform for all departments within budget.
- To manage the Centre's first aid provision, including weekly restocking of first aid boxes
- To manage the buildings maintenance for the Visitor Centre and Discovery Centre, including the cleaner team to ensure cleanliness at all times.
- Manage volunteer enquiries as the centre's Volunteer Co-ordinator, undertake initial health and safety induction for all new starters and manage the information desk weekly rota and volunteers to ensure sufficient cover at all times.
- Manage the Canoe Safari and Bike Trail activities to include staff & volunteer recruitment, training and rotas to ensure the efficient and smooth running operation of both activities over the summer holiday period.
- To make a positive contribution to the Llanelli Centre Management Team, to ensure the success of the Centre as a major visitor attraction in the South Wales.
- To undertake Duty Manager duties for the whole site, including opening and closing procedures, first aid duties and incident management as part of a rota system and to act as the WWT main point of contact in the absence of the Centre Manager
- To carry out the role of Health & Safety Officer (HSO) for the Llanelli Centre to agreed standards by:
 - Supporting the Heads of Departments in the coordination of both the centre training register and department risk assessments, ensuring that HODs are; regularly identifying training needs; identifying hazards and; complete and review annually their risk assessments.
 - Supporting HODs and the centre manager when emergency plans are being developed which relate to health & safety.
 - Attending the WWT Health & Safety Committee meetings.
 - Acting as a coordinator for any statutory inspections and fire checks that are to take place at the centre.
 - Taking part in accident investigations which fall under their competency, assisting with RIDDOR reporting if a HOD or centre manager needs support.
 - Acting as a point of contact during the Head of Safety Management's annual audit, providing evidence as necessary.
 - Acting as a point of contact during an inspection from an enforcing authority, providing evidence as necessary.
 - Co-ordinating fire warden/ marshal provision and facilitate the provision of suitable training to staff with fire related duties and act as a point of liaison for any learning from accidents where a fire or an evacuation occurred.

- Ensuring that safety signage is up to date where it is needed to be displayed. In conjunction with the relevant HOD and Centre Manager and in accordance with WWT guidelines.
- Assisting in the facilitation of health surveillance programs such as HAVs monitoring at the centre.
- To have an overview, along with the centre manager of any projects or facilities works on the site which may have a health & safety impact on our visitors, staff or volunteers.

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 supervisor shown above, from time to time.

Date raised: April 2018

Amended:

Person Specification

1. Qualifications

Essential:

- Educated to A level standard or equivalent

Desirable:

- Fluent Welsh speaker
- Word processing to a minimum RSA 1
- First Aid at Work Certificate
- BIFM Qualification

2. Experience

Essential:

- Working with a senior manager in a supporting administrative role
- Experience of the organization and supervision of staff
- Experience of delivering excellent customer service skills
- Experience of developing and implementing administrative systems
- Supervision of contractors and service providers

Desirable:

- Experience gained within a visitor attraction environment
- Interest in/commitment to nature conservation/environmental issues

3. Managerial & Supervisory

Essential:

- Responsible for recruitment, training provision and operation of Canoe Safari and Bike Trail staff & volunteers
- Responsible for managing cleaning team and supervision of Information Desk volunteers
- Supervision of external contractors

Type of staff	Number managed	Number supervised
Employed Staff	2	0
Volunteers / Casual Workers	0	10
Contractors	2	0

4. Responsibility

Essential:

- Manage the Administration and Buildings budgets
- Manage contracts for buildings, licenses and equipment maintenance
- Manage seasonal Canoe Safari and Bike Trail activities
- Provide Administrative support to include payroll

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£190K
Cash Handling	£500
Assets (required for job, exc. buildings)	£500
Visitors (per annum)	62,000

5. Creative Ability

Essential:

- Ability to respond in a positive and creative way to customer enquiries is required for this post
- Promotion of membership and other WWT products and services is an essential part of the role
- Ability to bring creative thought to a comprehensive review of all centre systems is an essential part of this role
- Deal with maintenance issues in a proactive and timely manner

6. Contact

Essential:

- Contact with staff from other departments, plus from other WWT Centre's
- Contact with visitors, business visitors and the general public
- Instruct and coordinate the work contractors and service providers

General Notes

This position will require work during weekends and public holidays and some evenings to meet the needs of the post.

Whilst this post is based at WWT Llanelli, some travel may be necessary therefore a current driving licence would be advantageous, a willingness to travel to other WWT Wetland Centres for training and meetings is essential.