Job Description

Posts: Learning Assistants  Grade: 4
Centre: Llanelli  Directorate: Operations

Reporting to: Learning Manager

Main Function of Posts: To deliver WWT educational programmes and activities to schools and the general public

Hours worked: Minimum 6 hours per week to include weekends, bank holidays and school holidays

Main duties of post:

1. Delivering educational activities such as pond dipping, arts and crafts and family bird watching to the general public at weekends and during school holidays.

2. Delivery of WWT educational packages, both formal and informal, to school groups, teachers and other related groups.

3. Ensuring the health, safety and welfare of school groups and other visitors by;
   • Assisting with risk assessments for activity stations and other education-related activities.
   • Following published guidelines for the health & safety of groups and in regards to WWT’s child safety policy.

4. Responsible for maintaining, cleaning, setting up and clearing away equipment at the end of each activity session.

5. Promote and encourage careful handling of pond life and exhibits to meet wildlife welfare needs and make sure the exhibits remain in good condition.

6. To be part of the WWT Llanelli Wetland Centre team to ensure the success of the centre as a visitor attraction.

7. To occasionally assist with the day to day running of the learning department, including taking bookings and other administrative tasks.

In addition to the duties and responsibilities listed, the post holders are required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.
Person Specification

1. Qualifications

Essential:
- Educated to GCSE (A-C) including English Language / NVQ Level 2 standard or equivalent

Desirable:
- Current First Aid certification
- Teaching/Childcare qualification
- Environmental qualification

2. Experience

Essential:
- Excellent spoken communication skills.
- Excellent customer care skills
- Knowledge of Natural History and specifically wetland biodiversity and waterfowl ecology
- Experience working in a visitor attraction or similar customer facing role
- Experience working with a variety of age groups
- Experience working with the outdoors

3. Managerial & Supervisory

Essential:
- Ability to work in a team with paid staff and volunteers.

<table>
<thead>
<tr>
<th>Type of staff</th>
<th>Number managed or supervised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Staff</td>
<td>0</td>
</tr>
<tr>
<td>Volunteers</td>
<td>3</td>
</tr>
</tbody>
</table>

4. Responsibility

Essential:
- Ability to work under general work instructions
- Ability to use initiative and take responsibility for own actions when dealing with the public
- Ability to follow, and ensure health and safety procedures are followed
- Minimal cash handling

Levels of financial responsibility

<table>
<thead>
<tr>
<th>Type of Responsibility</th>
<th>Level (£’s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenditure (exc payroll)</td>
<td>0</td>
</tr>
<tr>
<td>Cash Handling</td>
<td>Up to £200</td>
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</tbody>
</table>
5. **Creative Ability**

**Essential:**
- Although work is generally routine, ability to be creative is required
- Delivery of instructions regarding how to engage with the activity
- Encourage learning through various means
- Managing visitors when participating in activity

6. **Contact**

**Essential:**
- Ability to present a prepared talk to a group of visitors
- Liaise with other team members and staff
- Knowledge of Natural History and specifically wetland biodiversity and waterfowl ecology.
- Knowledge of current environmental issues.
- Experience/knowledge gained within the voluntary sector.
- Experience working in visitor attraction or similar customer focused operation.

**General notes**

- Willing to work weekends, bank holidays and during school holidays

In line with our Child Safety Policy applicants will be expected to complete a DBS disclosure for working with children.