

Post: Grounds and Facilities Warden

Grade: 3

Directorate: Operations

Location: WWT Washington Wetland Centre

Reporting to: Grounds & Facilities Manager

Main function of post: To provide support to the grounds team with particular focus on facilities management and maintenance of visitor standards. Also to undertake cleaning of the visitor centre preparing it for opening at weekends.

Hours worked: 25 hours per week

Working pattern: Sat - Wed 8.30am – 2pm. Please note this post does require regular weekend and public holiday working.

Main duties of the post

1. Undertake maintenance of the visitor centre and other buildings on site to establish a routine program of maintenance which meets both safety requirements and identified visitor standards.
2. Assist in the delivery of the centre's exhibit, grounds and reserve maintenance plans to ensure all areas are presented to high visual standards and are safe for visitors at all times.
3. Assist in daily routine tasks to ensure the centre is safe and ready to open each morning (and clear of visitors each evening if working later in the day).
4. To undertake and engage with customer service training to provide our visitors with an engaging and inspiring experience, living up to WWT's GUEST customer service standard.
5. To undertake cleaning of the visitor centre and stock checking of janitorial products at weekends before the centre opens to visitors.
6. Maintain high standards of cleanliness on site especially around the building and on public routes, to include paths, bins and toilet facilities.

7. Assist in maintaining machinery, vehicles and equipment to the required standards and ensure safe use of these at all times.
8. Assist in regular H&S checks of both the grounds and facilities including regular checking of safety signage and lighting.

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: September 2016

Amended: March 2018

Person Specification

1. Qualifications

Essential:

- Educated to GCSE standard (D-G) or equivalent
- Full current driving licence

Desirable:

- Machinery tickets for tractors/strimmers/chainsaw
- Tradesman qualifications in carpentry/plumbing/building/electrical

2. Experience

Essential:

- Experience of cleaning duties
- Experience of working in a practical/ hands-on role using a range of hand tools and machinery to undertake maintenance and minor repairs.
- Experience of working to Health and Safety legal requirements

Desirable:

- Experience of working at a visitor attraction with emphasis on the customer experience.
- Experience of using a range of grounds maintenance equipment including tractors/strimmers/hedge trimmers and hand tools.

3. Managerial & Supervisory

- The post will have no regular supervisory requirements but the post holder will be expected to work with other members of the team (staff and volunteer) as the work program requires.

4. Responsibility

Essential:

- Ability to take responsibility for tools, machinery and equipment whilst in use and the maintenance of them
- Ability to work unsupervised on a variety of tasks
- Ability to take responsibility for complying with all WWT policies, systems and procedures including Health and Safety
- Ability to follow instructions and plans, meeting deadlines, fulfilling the workload and highlighting any obstacles to the successful fulfillment of all responsibilities
- Ability to promptly and appropriately escalate issues and concerns
- Ability to work as a proactive and helpful member of the a diverse centre team

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	None
Cash Handling	None
Assets (required for job, exc. buildings)	None
Visitors (per annum)	65,000

5. Creative Ability

Essential:

- Must have an eye for detail and a drive to ensure a job is finished to the required standards.
- Able to operate within the constraints of the grounds/facilities, in respect of working to deadlines and working in ways to minimize disruption to visitors.

Desirable:

- Previous experience of working in a post that required creative solutions to issues.
- Able to devise solutions to un-planned situations to ensure visitor safety is paramount at all times.

6. Contact

Essential:

- Ability to engage with and interact with the public providing information and assistance as appropriate
- Ability to liaise with contractors, volunteers and students
- Ability to work closely with other departments, assisting them to achieve their aims
- Ability to communicate clearly and professionally demonstrating a customer service approach

General Notes

Weekend and public holiday working is a regular expectation in this role.