
Casual Engagement Officer

Grade: 4

Directorate: Operations

Location: WWT Martin Mere Wetland Centre

Reporting to: Visitor Experience Manager

Main function of post: To provide our visitors with immersive and engaging experiences at Martin Mere during the school holidays. This will include stepping back in time and leading activities at our Mere Tun Viking Village, undertaking science shows and providing dragonfly themed activities as part of our Dragonfly Festival in Summer.

Supervisory responsibilities: Volunteers

Responsibilities of the post

1. To interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.
2. To provide leadership to all volunteers within the Mere Tun team enabling every team member's contribution to be maximised.
3. To ensure the Mere Tun and Dragonfly Festival activities are open to agreed hours and setting out/clearing away and reporting any damage that occurs.
4. To perform all activities scheduled to a high standard as part of the events undertaken over the school holiday periods.
5. To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work.
6. To be responsible for engaging with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your role.

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.

Person Specification

1. Qualifications

Essential:

- None

Desirable:

- None

2. Experience

Essential:

- Experience working in a visitor attraction or similar customer focused operation
- Experience of working with people of all ages and abilities
- Experience of performing to groups of individuals

Desirable:

- Experience of performing historical reenactments

3. Managerial & Supervisory

Essential:

- Ability to direct and give instructions to volunteers and casual staff members

Type of team member	Number managed (No. of direct reports)	Number supervised
Employed staff	0	0
Volunteers	0	3
Casual Workers	0	0

4. Responsibility

Essential:

- Ability to work under pressure following general working instructions
- Ability to use initiative and take responsibility for own actions when dealing with the public and their enquiries

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Budget Responsibility	£0
Income	£0
Project Size (normally managed)	Small
Assets (required for job, exc. buildings)	£3000
Visitors (number per annum)	14,000

5. Creative Ability***Essential:***

- Although work is generally routine, ability to be creative is required
- Ability to give clear and concise instructions to visitors
- Explain to visitors how to engage with the activity and what they will be required to do
- Provide visitors with information and encourage learning

6. Contact***Essential:***

- Excellent spoken communication skills
- Excellent customer care skills

General Notes

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