

Job Title: Visitor Engagement Assistant Grade 2

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- **Ambitious** – We are ambitious for our communities and the people of Staffordshire
- **Courageous** – We recognise our challenges and are prepared to make courageous decisions
- **Empowering** – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Based in the Families and Communities Directorate, Environment & Countryside is responsible for the management and development of Staffordshire County Council's country parks and green spaces, 4500km of statutory public rights of way and the associated definitive map, the provision of high-quality environmental advice across SCC functions and

externally, the conservation of Staffordshire's natural and historic environment, rural development and the management of environmental data and spatial information. The service hosts the Cannock Chase AONB Partnership and is involved with other strategic environmental partnerships across the county.

About the Role

Cannock Chase is a very large area of special natural habitats looked after by a range of organisations. Staffordshire County Council manages 1,300HA of Cannock Chase, including internationally important heathlands and ancient woodlands. Cannock Chase also has an interesting historical heritage, in particular the vast training camps that were based here during The Great War.

You will be part of the team that look after Cannock Chase. The Visitor Engagement Assistants, working in the Marquis Drive Visitor Centre, are key to communicating with the public about the site and generating income.

Reporting Relationships

Responsible to: Cannock Chase Site Manager

Responsible for: Volunteers

Key Accountabilities:

1. Led by the Cannock Chase Site Manager, support the operation of the Cannock Chase Visitor Centre and input to other visitor centres and facilities across the countryside estate.
2. Partner volunteers to support the operation of the centres and visitor engagement activities.
3. Provide a welcoming reception to the centres and provide advice, assistance and information to visitors to enhance their experience and ensure their safety.
4. Help manage bookings and ensure facilities are suitably set up for events and activities and that they remain in a presentable state.

5. Within the appropriate Centres, complete basic safety checks and report any concerns to the Cannock Chase Site Manager.
6. Working with other site staff, support activities to raise awareness of the importance of the sites and their special qualities, and how people can get involved in their care and conservation.
7. Support the administration of the centres and visitor activities including cash handling and provide support to wider service functions as required.
8. Any other duties that may be required commensurate with the nature and grade of the post.

This post is designated as a casual car user.

Other Information

The countryside service operates seven days a week, 365 days a year; you will be required to work the pre-agreed working patterns for the roles but your work pattern may vary according to business needs.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.




Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application
 I = Assessed at Interview
 T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • Two GCSEs or equivalent including English and Maths (essential) • First aid certificate (desirable) 	<p>A/I A/I</p>
	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Experience of working in visitor or reception facilities (essential) • Experience of working with the public and providing information (essential) • Experience of supporting the running of events and activities (essential) • Experience of producing basic visitor information (essential) • Experience of health and safety procedures (essential) • Cash handling experience (desirable) • Knowledge and experience of using general IT packages (essential) • Data management experience (desirable) 	<p>A/I A/I A/I A/I A/I A/I A/I A/I</p>
	<p>Skills</p> <ul style="list-style-type: none"> • Excellent interpersonal skills (essential) • Good verbal and written communication skills with numeracy, literacy and interpretive skills (essential) • Calm, organised and flexible approach (essential) 	<p>A/I A/I A/I</p>



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team 01785 278300