

Post Title:	Site and Information Assistant (Part Time)		Director/Service/Sector	Office Use
Grade:			Workplace:	JE ref:
Responsible to:	Area Countryside Officer	Date:	Manager Level:	HRMS ref:
Job Purpose:	To assist in the operation of the Country Parks including the café and shops, give information to the public, and take responsibility for the running of the park in the absence of the Area Countryside Officer. Duties are mainly at weekends, plus Bank Holidays and school holidays.			
Resources	Staff	Up to 2 café staff on a Saturday		
	Finance	Accounting for income up to £3,000		
	Physical	Country Parks including Visitor Centres and Cafes		
	Clients	The general public and user groups		
Duties and key result areas:	<ul style="list-style-type: none"> • To assist in the provision of information and advice to visitors to enhance their enjoyment and understanding of the Country Park, and of the wider Northumberland Coast and countryside. • To encourage appropriate behaviour by visitors to the Country Park, including upholding bylaws by speaking to visitors where necessary and calling the Police in more serious circumstances. • To undertake patrols around the Country Park, reporting appropriately on issues such as maintenance required, fly tipping, Health and Safety, visitor use and wildlife observations. • To assist with the delivery of events and activities, including leading volunteer tasks. • To assist where necessary with the operation of the café and shop, including the preparation and serving of refreshments and the sale of merchandise. • To assist the Area Countryside Officer in dealing with complaints and emergency situations according to agreed procedures. • To carry out opening and closing routines at the Visitor Centre, having regard to security considerations and procedures. • To undertake maintenance and conservation tasks to enhance the Country Park, e.g. litter collection, footpath maintenance, woodland management, strimming, maintenance of signs. • To assist with the preparation of cash for banking. • To ensure that all activities undertaken are carried out with regard to health and safety regulations and procedures, and with regard to environmental considerations. • To assist in the administration of Country Park procedures including the recording of incidents, safety checks and the operation of the permit systems. • To assist with monitoring observations e.g. water quality, water levels, environmental trends, visitor numbers and use. • To undertake training as necessary and contribute to the development of the Team of site staff at the Country Park and in the Countryside Service as a whole. • To undertake other duties within the responsibility level of the post as may be directed. 			
Additional duties in respect of Saturday working:	<ul style="list-style-type: none"> • To be responsible for the operation of the Country Park and Visitor Centre, including the supervision of Café and Information Assistants, and the accountability for income received. • To provide information and advice to visitors to enhance their enjoyment and understanding of the Country Park, and of the wider Northumberland Coast and countryside. 			

- To supervise the operation of the café and shop, including opening and closing procedures and general presentation and to assist as necessary with the preparation and serving of refreshments and the sale of merchandise.
- To deal with complaints and emergency situations according to agreed procedures.
- To ensure that opening and closing routines at the Visitor Centre are properly undertaken, having regard to security considerations and procedures.
- To prepare cash for banking according to agreed procedures.
- To administer Country Park procedures including the recording of incidents, safety checks and the operation of the permit systems.

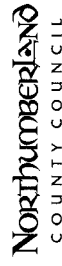
The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements: Ease of transport to the site

Working patterns: Weekends, bank holidays and school holiday according to agreed rota

Working conditions: Willingness to work outdoors.



PERSON SPECIFICATION

Appendix 2

Post Title: Site and Information Assistant (Part Time) Essential	Director/Service/Sector: Desirable	Ref: Assess by
<p>Knowledge and Qualifications</p> <ul style="list-style-type: none"> • Maths and English GCSE or equivalent 	<ul style="list-style-type: none"> • Training in Food & Hygiene, catering, stock management and First Aid • Knowledge of the local countryside 	
<p>Experience</p> <ul style="list-style-type: none"> • Numeracy and familiarity with handling money • Some experience of supervising staff • Experience of providing information to the public 	<ul style="list-style-type: none"> • Experience of café or catering work • Commercial experience of retail work • Knowledge of the local countryside, wildlife and opportunities for outdoor recreation • Experience of organising and running public events • Experience of working with volunteer groups 	
<p>Skills and competencies</p> <ul style="list-style-type: none"> • Interest in wildlife, conservation and countryside recreation 		

<ul style="list-style-type: none"> • Honest, conscientious and able to deal with the public without close supervision • Pleasant, friendly manner • Good verbal communication skills and accurate record keeping • Clean presentable appearance • Well motivated and hard working nature • Ability to demonstrate initiative and contribute ideas • Physically fit and willing and able to work outdoors 	
Physical, mental and emotional demands	
Other	

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits