



Gloucestershire
Wildlife Trust

Job description

Welcome Desk and Office Administrative Assistant

We now have an opportunity for an enthusiastic and organised individual to join the Gloucestershire Wildlife team as the Welcome Desk and Administrative Assistant. Sitting on the Welcome desk at Robinswood Hill, you'll be the first person from GWT that many people will interact with, whether in person, by phone or email. The ideal person will have customer service experience and be able to demonstrate a range of administrative skills. You will possess good organisation skills, and an ability to work well in a team. Join our dedicated and passionate team and make a difference to wildlife in our county

Place of work: Visitor Centre, Robinswood Hill Country Park

Salary: £22,500 - £24,500 (depending on experience)

Term: Full time Permanent, Please note due to the nature of this role we cannot offer hybrid or flexible working

Responsible to: Visitor Engagement Manager

Responsible for: Volunteers

Liason with: All teams



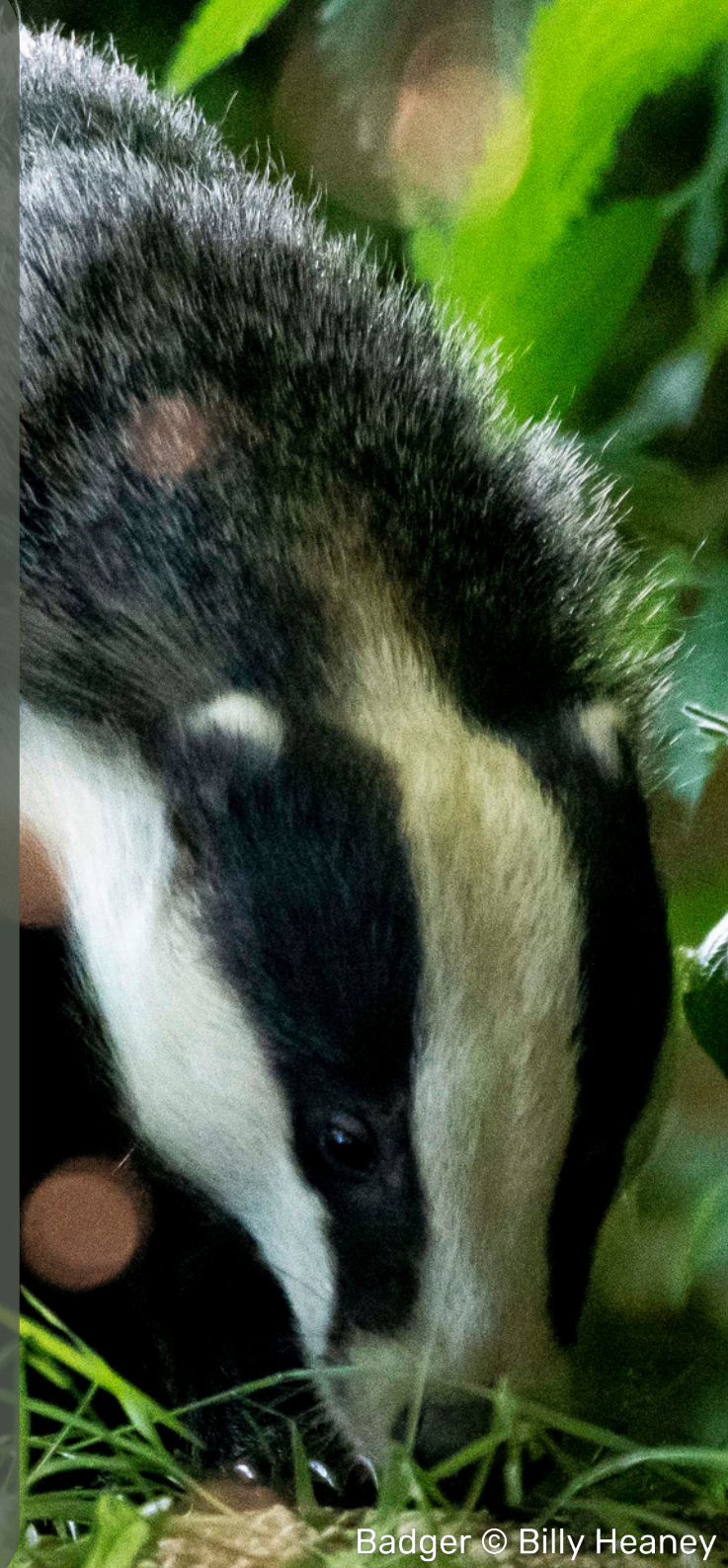
Large blue © Billy Heaney



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Introduction to the role

This is a key role at Gloucestershire Wildlife Trust to support the general (administration) work of the Trust. You'll often be the first person from GWT that people meet and interact with so strong interpersonal skills are essential. You'll be dealing with public enquiries, and oversee the reception desk at GWT's head offices at Robinswood Country Park. As well as welcoming visitors to the trust and being available for public enquiries, you will also support GWT staff with general office admin duties. These will include, but not be limited to, managing the public email inbox of GWT, overseeing external meeting room bookings and supervise visitor engagement volunteers, as required.





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Introducing Gloucestershire Wildlife Trust

We are Gloucestershire Wildlife Trust – the largest membership organisation in the county dedicated to local wildlife. We own and manage more than 60 nature reserves across the county, all of which offer free access for visitors. 28,000 members in Gloucestershire support our work, with hundreds regularly volunteering time and commitment.

Our mission is a simple one – to value nature. Our ambition is to restore, recreate and reconnect Gloucestershire’s wild places. We want everyone in Gloucestershire to value, enjoy and share the natural world.

Our priorities are outlined in our Strategic Plan: Wild Places, Natural Solutions – <http://www.gloucestershirowildlifetrust.co.uk/about-us/who-we-are/strategic-plan>

Our vision is ambitious, but we believe we can deliver it by:

- Creating bigger, better, more connected wild places where people and wildlife can thrive
 - Inspiring more people and communities to take action for wildlife
 - Leading on ‘natural solutions’; championing the value of what wildlife can do for us
 - Growing our resources, influence and reach to shape a strong, resilient organisation

Gloucestershire Wildlife Trust manages over 2,500 acres of land, from wetlands in the Severn Vale and heathland in the Forest of Dean, to limestone grasslands in the Cotswolds and a large ancient woodland at Lower Woods in South Gloucestershire. In addition to our community programmes, we have a vibrant programme of work outside our reserves, supporting farmers and landowners to deliver bigger, better and more connected landscapes where wildlife can thrive.

Gloucestershire Wildlife Trust expects its staff, paid and unpaid, to carry out their duties in a way which consistently exceeds the regulations and expectations of society at large in matters ethical and environmental. The Trust will ensure that its staff receives appropriate training and development opportunities based on a documented personal annual appraisal.



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Gloucestershire Wildlife Trust Values

Our values reflect each of us being:

A CARING COLLEAGUE – supportive and honest

Behaviours: We are considerate, honest and fair. We make time for each other and actively listen to others concerns or barriers before responding and finding solutions together.

ROOTED IN OUR COMMUNITIES – making nature inclusive

Behaviours: We respect each other's views and recognise and value our different backgrounds and lived experiences.

CHAMPIONS FOR WILDLIFE – passionate and pioneering for nature's recovery

Behaviours: We have an urgency for action. We are open to new ideas, encouraged to take risks together, finding creative solutions and learning from our mistakes.

ARC symbolises the values we stand for, we have a shared culture with smooth connections between all parts of our organisation.



Outline of main responsibilities

- To supervise responses to public enquiries through the welcome desk phone and email systems and keep line manager informed of any issues
- To handle general incoming and outgoing post, enquiry emails and phone calls
- To receive and coordinate external meeting room bookings
- To sell a selection of retail products
- To deal with general event and 4x4 mobility scooter booking enquiries
- To perform regular checks on the 4x4 mobility scooter and route at Robinswood Hill
- To assist with general office admin as required
- To welcome visitors and guests attending meeting and keep staff informed
- Supervision of visitor engagement volunteers
- To process parking permits
- Use of CharityCRM, the Trust's Customer Relationship Management system to record public interactions
- To be familiar with Trust policies and programmes and to implement these as appropriate
- To ensure the highest possible quality of work is achieved both personally and by others being supervised
- To keep health and safety matters as the overriding determinant at all times

Outline of main responsibilities

- To keep up to date with membership and volunteer details to provide accurate information to enquiries and promote offers where appropriate
- Liaise with café staff at Robinswood Hill and promote any offers
- Liaise with line manager and comms team to keep welcome area displays and information up to date and engaging
- Supporting the membership team with admin tasks, such as appeal processing and welcome packs
- Use the CharityCRM database when dealing with enquiries to look up supporters

Liaison, marketing and recruitment

- To ensure the efficient liaison is maintained with other staff and key volunteers

Office, training and personnel

- To receive telephone calls, take messages and return calls as appropriate
- To ensure the reception area maintains a tidy appearance and information is up to date and relevant
- To inform line manager of training needs and attend such training courses as requested
- To attend staff meetings as required

General

- To carry out other duties from time to time as required by line manager
- To present a friendly, professional, competent and tidy appearance.



Person Specification

Experience and knowledge

Essential:

- Experience of responding to emails and dealing with public enquiry phone calls
- Experience of dealing with public enquiries face to face
- Experience of working as part of a team, but also able to work under own initiative.

Desirable:

- Experience of working for a charitable organisation
- Processing online orders

Skills

Essential:

- Excellent communication skills and phone manner.
- Able to prioritise workloads and meet deadlines
- Excellent IT skills, specifically MS Office and Teams
- Excellent organisational skills





Person Specification

Qualities:

Essential:

- Passionate about the importance of wildlife and the natural environment to the health and sustainability of the planet's climate, eco-systems, and people
- High degree of initiative and self-reliance and ability to solve problems
- Pragmatism, tact, and diplomacy
- Able to work under pressure
- Excellent team worker
- Self-disciplined, self-motivated, and self-confident
- Enthusiasm, motivation, and dedication
- Good attention to detail
- Proactive, highly flexible, and comfortable with change





Terms of Employment

This is a Permanent full-time post (35 hours per week) and is subject to a six-month probationary period. Due to the nature of the Trust's work, occasional evening or weekend work may be necessary for which time off in lieu is given.

We offer a rounded benefits package to include life insurance of three times salary, a contributory pension scheme with generous employer contributions and an employee assistance programme. The postholder is entitled to 21 days paid leave per year pro rata (rising to 30 days through service) in addition to public holidays and Christmas closing period as well as two volunteering days. Other discounts and benefits are available too.

Our office facilities are at Robinswood Hill Country Park in Gloucester. Your hours of work will be 9am-5pm with a 1 hour lunch break.

It is the nature of the work of Gloucestershire Wildlife Trust that tasks and responsibilities are, in many circumstances unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks that are not specifically covered in the Job Description are undertaken, including providing cover for absent staff in order to maintain organisational effectiveness.

As part of its commitment to investing in its people, GWT trains and supports its staff in the delivery of their duties. Advice will be given in drawing up a personal development plan and all suggestions considered according to resources available and the over-riding priorities of the Trust. An appraisal process is carried out every year.

The post holder will be consulted by the Chief Executive prior to any proposed major changes to duties and responsibilities and reasonable notice will be given before implementation.



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Equality, Diversity and Inclusion

Gloucestershire Wildlife Trust is committed to encouraging equality, diversity and inclusion among its workforce, and eliminating unlawful discrimination, harassment and victimisation. The Trust's policy is to provide equality, fairness and respect for all staff, whether temporary, part-time or full-time; ensure no unlawful discrimination against the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation; and to oppose and avoid all forms of unlawful discrimination. A full copy of the policy is available on request.





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How to apply

To make an application, please send a covering letter and CV to hr@gloucestershirowildlifetrust.co.uk by Monday 2 December by Midnight

Interviews will be held w/c Monday 9 December

Please can you include in your covering letter the following :-

- 1) What experience do you have of interacting with the public, via email, phone and in person?
- 2) Why do you want the job?
- 3) What is the most important part of good customer service?

Thank you for your interest in this position and we look forward to receiving your application.

