

Job Description



Job Title:	Visitor Engagement Coordinator
Department/Section:	Rare Breeds Centre
Reports to:	Head of Visitor Engagement
Principal Contacts:	Farm & Attraction Manager, Deputy Farm and Attraction Manager & farm staff Members of the public COT Service users Head of Estates and Facilities Catering Manager / Chef & restaurant staff ICT Coordinator Care Office staff Executive Assistant to the CEO Volunteer coordinator and volunteers Delivery Services
Job Purpose:	Provide an efficient and compliant running of Canterbury Oast Trust's 'Rare Breeds Centre' visitor attraction and provide a welcoming reception service for the charity.
Responsible for:	People: Nil Finance: Nil Other physical resources: Phones; Computer; Photocopier; Franking Machine

Main Duties and Responsibilities:

(This list is intended to define the main duties and responsibilities that are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time)

1. Keep a database of all risk assessments and method statements for Rare Breeds Centre activities, ensuring they have been completed, updated and signed by the relevant managers
2. Provide administrative support for Rare Breeds Centre managers in the completion of risk assessments and method statements
3. Responsible for creating and maintaining a compliance database and monitor all the necessary legislative requirements (including play equipment inspections, Zoo Licence compliance, fire evacuations, etc) and ensure that the relevant managers are aware when actions are required
4. Help Rare Breeds Centre managers to monitor staff training in their areas and ensure that all training is up-to-date. Liaise with the training department to book training courses as necessary
5. Manage school bookings, including dealing with enquiries and greeting on arrival
6. Handle telephone / email enquiries, including bookings for events / parties, and receive visitors / deliveries to the Highlands Farm site as required
7. Manage the post, photocopier and franking machine and assisting people as required
8. Support the Rare Breeds Centre by way of general administration, website updates, occasional e-communications and research tasks
9. Assist in the monitoring and evaluation of visitor feedback
10. Liaise with other departments within the Trust as required
11. Assist in other areas of the RBC, mainly at peak times and as required

Additional Information



Variation to Usual Working Hours:

The post holder is not required to participate in an 'on-call' rota. However, they may occasionally be required to work outside of their usual working pattern/hours in order to attend external meetings, training or external events and open days.

Lone Working:

There may be a requirement for the post-holder to lone work during the course of the working day.

First Aid:

There is a requirement for the post holder to be a qualified first aider/emergency responder and appropriate training will be offered and maintained.

Physical Effort:

- Frequent (daily) moderate to high physical effort is required throughout the day to perform this role.
- Frequent exposure to repetitive movements such as standing, sitting, bending, reaching, walking and repetitive movements. Some exposure to lifting, carrying, moving equipment, loading/unloading, crouching, kneeling, working in restricted places and outdoors.

Mental Effort:

- Frequent periods of concentration are required when dealing with service users, interpreting information, communicating, record keeping and completing administration/computer aided design tasks.

Emotional Effort:

- Maintaining a positive attitude when dealing with stressful or emotional situations.

Person Specification



Job Title:	Visitor Engagement Coordinator		
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Reports To:	Head of Visitor Engagement		
Specification Headings	Essential	Desirable	How to Assess
Experience: (Duration, type & level of experience necessary)	General office experience Previous experience in a customer facing role Experienced at handling incoming calls	Experience of a family tourist attraction and dealing with children 2 years supervising teams in a retail or customer facing role.	Application Form Interview References
Qualifications: (Number, type, level of qualifications. Equivalent experience, if appropriate)	Maths and English GCSE (at C or above) or equivalent.	First aid/Health and Safety awareness	Application Form Proof of award Review of portfolio
Skills, Knowledge & Aptitude:	Extremely organised Excellent interpersonal skills Proven success of working in a similar / relevant environment Ability to communicate effectively verbally and in writing Advanced skills in MS Office, including Word, Excel, and Outlook	Proven success in ensuring excellent customer service Management of database systems Digital skills: websites/social media etc Understanding of Health and Safety at work and safe working practices as well as the importance of record keeping	Application Form Interview Relevant Certificates
Personal Qualities and Behaviours:	Exemplary customer service and presentation skills Responsible Positive, friendly attitude and very well versed in working with the public Tact and diplomacy Enthusiastic Proactive Problem solving aptitude Professional manner Calm under pressure	Bubbly/Lively/Infectious disposition Good at working under own initiative	Interview References
Other Requirements: (factors which are ideally required for an individual to carry out the full duties of the job)	Required to drive a car Able to occasionally work weekends and bank holidays. Initial and ongoing clear criminal records check Ability to demonstrate compassion and empathy for the people we support		Interview Appropriate documentation