



Job Description

Casual Visitor Engager

Grade: 4

Directorate: Operations

Location: WWT Slimbridge Wetland Centre

Reporting to: Visitor Experience Manager

What we need you to do: As a casual seasonal visitor engager you will help bring our exhibits to life. You'll work across the site, engaging visitors with our wetland wildlife and our conservation stories. You'll deliver short spotlight talks and lead family friendly activities, including seasonal events. You'll deliver an authentic, educational and memorable experience for our visitors.

We shape unforgettable experiences

- Engage with visitors to provide information on various exhibits around Slimbridge, sharing information on bird species and conservation stories.
- Engage with visitors through activities such as short spotlight talks and feeds, pond dipping, craft activities in the art hub and science shows.
- Answer visitors' questions about the wider wetland centre, signposting visitors to other areas of interest.

We are resourceful pioneers

- Help the centre to achieve targets and maximise potential income through a high standard of engagement opportunities offered across the centre, recognising that income generated at Slimbridge centres helps to fund vital wetland conservation work.
- Help to maintain the exhibits, making sure all equipment is stored properly and the exhibits are kept clean, tidy and secure.

We work together for a positive future

- Work closely with Visitor Engager volunteers and the Visitor Engagement Co-Ordinator to deliver, develop and evaluate the activities on offer at exhibits.
- Work with the Living Collections team to deliver good husbandry to the ducklings in Mission Possible (specialist training will be provided).
- Assist in implementing the appropriate standards, procedures and best practice as defined by the Visitor Experience Manager and General Manager.

- Ensure the health, safety and welfare of all visitors to the centre by:
 - following any risk assessments related to exhibit activities
 - reporting any incidents or near misses
 - following published guidelines for the health, safety and welfare of groups in accordance with WWT's child safety policy.

We do conservation

- Through activities and engagement opportunities provide Slimbridge's visitors with information on WWT's conservation work, deepening connections and encouraging visitors to take action.
- Ensure WWT's environmental and conservation education principles and guidelines are met and delivered to the highest standards.
- Ensure you are aware of and have a basic understanding of the centre's key features and conservation highlights and share such information with visitors where and when appropriate.
- Ensure you are engaged with WWT's internal communication channels keeping yourself informed and up to date with the progress that WWT is making and the work that we undertake to save wetlands for wildlife and people.

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.

Date Created: November 2024

Person Specification

1. Qualifications

Essential:

- Educated to A level standard in a relevant subject e.g. theatre studies, environmental science, travel and tourism or substantial relevant experience

Desirable:

- Educated to degree level in a relevant subject e.g. theatre studies, environmental science, zoology, education

2. Experience

Essential:

- Experience in delivering visitor experience and engagement preferably working within visitor attraction/entertainment, arts or hospitality
- Excellent standards in customer service
- Excellent presentation skills

Desirable:

- Experience of working with large groups of children and adults
- Experience of acting
- Experience of leading formal or informal learning sessions
- Knowledge of UK wildlife and habitats and an interest in the work of WWT

3. Managerial and supervisory

Essential:

- Experience of working with volunteers as part of a team

Your team	Number managed	Number supervised
Permanent team	0	0
Casual workers	0	0
Volunteers	0	0

4. Responsibility

Essential:

- Ability to independently and confidently deliver engagement activities at WWT Slimbridge
- Excellent time management

Levels of financial responsibility:

Your responsibilities	(Level (£'s))
Expenditure (exc. Payroll)	£0
Cash handling	£0
Assets (required for job, exc, buildings)	Uniform, Resources
Visitors (per annum)	260,000 annual visitors to the centre

5. Creative ability

Essential:

- Ability to think on your feet and tailor activities to suit the needs of your audience
- Excellent problem solving skills

Desirable:

- Evidence of previous work creating or delivering engagement activities and presentations for an audience

6. Contact

Essential:

- Regular and routine contact with other departments, volunteers and visitors
- Excellent verbal, written and interpersonal communication

Desirable:

- To represent WWT at external outreach sessions or events