



Job Description

Experience Development Officer

Grade: 9

Directorate: Operations

Location: WWT Slimbridge Wetland Centre

Reporting to: Experience Development Manager

Main function of post: To work with colleagues from across WWT to bring together project teams to deliver visitor experience projects and activities across WWT. To work with others to ensure that the highest standards of presentation and maintenance are achieved across the portfolio of wetland sites.

Supervisory responsibilities: consultants, contractors and volunteers.

Responsibilities of the post:

1. To take responsibility for project development and delivery to programme and budget of visitor experience and engagement projects at sites, where site-based capacity and/or skills for delivery are outstripped, through building relevant project specific multi-disciplinary project teams from across WWT.
2. Projects to include creative planning and design of experience, engagement and maintenance projects. To include organising and managing design groups of central and site-based staff and external consultants and contractors as appropriate. Such "projects" to include exhibit development, habitat creation, landscaping, construction, alteration, maintenance or refurbishment of buildings, boardwalks, hides, observatories and other structures or in support of any experience-based activities (including events), in both exhibit areas and WWT reserves and across any site in which WWT has an interest.
3. To support the provision of advice to site-based staff undertaking development of experience and engagement based developments at WWT sites.
4. To assist in the development of site-based planning around recurrent, cyclical and replacement maintenance work and in development and implementation of minimum standards of site presentation.

5. To provide leadership to all staff and volunteers working within a project team enabling every team member's contribution to be maximised by ensuring that the appropriate levels of direction and support are provided through professional management in line with WWT's people frameworks.
6. To manage and develop initiatives, working within the appropriate functional frameworks which clarify the role of both site based and central teams and ensuring that both work collaboratively together as one organisation.
7. To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work.
8. To be responsible for engaging with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your role.
9. To interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.

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 raised: September 2020

Amended: Sept 2024

Person Specification

1. Qualifications

Essential:

- Degree or equivalent in landscape design, construction, environmental management or visitor experience development
- Current driving licence as the ability to travel to other locations is essential

2. Experience

Essential:

- Significant experience of exhibit design, landscape design, construction or environmental management
- Project management skills.

Desirable:

- Experience of visitor engagement and planning
- Experience of habitat creation
- Experience of zoological exhibit design
- Experience of building maintenance and construction
- Experience of sustainable design and construction

3. Managerial & Supervisory

Essential:

- Proven ability to manage people, information and resources efficiently.

Type of staff	Number managed	Number supervised
Employed Staff	0	0
Volunteers / Casual Workers	Up to 10	0
Contractors	Up to 5	0

4. Responsibility

Essential:

- Proven ability to deliver medium and large scale projects
- Proven ability in project budget management at levels over £50,000
- Proven ability to assist in fund-raising

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	In excess of £2 million
Cash Handling	Up to £5K
Assets (required for job, exc. buildings)	Up to £10K
Visitors (per annum)	N/A

5. Creative Ability

Essential:

- Highly creative and innovative, yet with a good sense of practicality and what are realistic limits
- Highly adaptable – able to adapt to change and respond quickly to changing circumstances and opportunities
- Committed to personal development and researching best practice in experience and engagement internally and externally
- Able to analyse issues and stances, balance points of view and, in the end, make and stand by decisions.

6. Contact

Essential:

- Ability to manage, organize and motivate people across multiple teams and disciplines and an ability to listen and respond to others.
- Excellent team player, willing to contribute to WWT wide matters where appropriate.
- Excellent communicator, particularly verbally, but also in writing composing correspondence and effective e-mails.
- Ability to deal with people at all levels (including the highest level) sensitively and effectively;
- Ability to listen to others and to identify pertinent matters and to respond appropriately;
- In possession of confidence and an outgoing, positive character.

General Notes

This is a full-time position, which may from time to time require flexible working to meet the needs of the post.