



## Job Description

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### Administrator

**Grade:** 6

**Directorate:** Operations

**Location:** Central (HQ)

**Reporting to:** Head of Interpretation & Programming

**Main function of post:**

The Experience and Engagement Administrator will support the team in the development of excellent visitor experiences across all our wetland sites. They will provide administrative and project support and act as a central point of contact for the team.

**Supervisory responsibilities:** None

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### Responsibilities of the post

1. Work with the Head of Interpretation & Programming and the central Experience and Engagement team to support programmes of work to deliver an excellent visitor experience at WWT's sites.
2. Provide a central point of contact for the team, providing cohesion and continuity to the Department - colleagues travel nationally between sites with frequent remote working.
3. Organise meetings, travel arrangements and accommodation for the team as needed.
4. Provide administrative support for meetings, both internal and external. Liaise with attendees and book meeting rooms and catering as necessary. Draw up agendas in consultation with team members, attend meetings, take clear and concise minutes and pursue action points as required.
5. Support the team with WWT's eFinance system. Act as eFinance champion for the team and provide guidance and support with financial processes including raising purchase orders and processing invoices.
6. Support the creation and delivery of internal communications and reports, collating the team's responses when needed.
7. Research topics to support the work of the team, liaising with colleagues or external contacts as appropriate.

8. Order uniform, stationery and other items as required for the team.
9. Support the team in maintaining excellent filing systems both electronically and physically including the curation of documents on Sharepoint.
10. Work alongside volunteers encouraging, developing and supporting them in their work for WWT, ensuring that they have a positive volunteering experience.
11. Work 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.
12. Engage with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your role.
13. Adhere to the WWT Data Protection policy and GDPR standards as an integral part of your work.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties from time to time that may be assigned by the supervisor shown above.

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**Date raised:** October 2022

**Amended:** April 2026

# Person Specification

## 1. Qualifications

**Essential:**

- Good general education to at least A-level standard or equivalent (including GCSE English Language and Mathematics)

**Desirable:**

- Current driving licence, as the post may require travel to our wetland sites and other locations

## 2. Experience

**Essential:**

- Experience in providing professional administrative support for a large team
- Experience in coordinating internal and external meetings and providing administrative support, including writing minutes
- IT proficiency including the use of Microsoft Office software (Word, Excel, Outlook, PowerPoint, Sharepoint)
- Experience of using financial systems for purchasing and invoice processing

**Desirable:**

- Experience of working with a wide range of people at all levels of an organisation and a range of external parties

## 3. Managerial & Supervisory

Type of staff	Number managed	Number supervised
Employed Staff	0	0
Volunteers	0	0
Casuals	0	0

## 4. Responsibility

**Essential:**

- Ability to work independently under own initiative and to deliver through influencing others
- Ability to keep on top of workload and manage any necessary systems and processes (including IT and financial)
- Ability to keep to deadlines and produce high quality work, seeking input and feedback in a

timely manner

<b>Levels of Responsibility:</b>	
<b>Type of Responsibility</b>	<b>Level (£'s)</b>
Expenditure (exc. payroll)	£2,500
Cash Handling	N/A
Assets (required for job, exc. buildings)	N/A
Visitors (per annum)	N/A

## **5. Creative Ability**

### ***Essential:***

- Ability to set up and operate effective systems so that the work of the team runs smoothly and efficiently
- Ability to plan and organise effectively, and to prioritise workload
- Have an eye for detail and presentation
- Have a proactive, can-do attitude, and a willingness to learn

### ***Desirable:***

- A passion for the natural world and the work of WWT
- An interest in the creation of excellent visitor experiences

## **6. Contact**

### ***Essential:***

- Clear, confident verbal and written communication at all levels
- Ability to establish and maintain regular and routine contact with other departments, colleagues and external stakeholders
- Ability to establish and maintain contact with external suppliers and contractors, ensuring that required standards are delivered

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## **General Notes**

This position will from time to time require work during some evenings, weekends and public holidays to meet the needs of the post.