



Job Description

Visitor Experience Administrator **Grade: 6**

Directorate: Operations

Location: WWT Slimbridge Wetland Centre

Reporting to: Visitor Experience Manager

Main function of post: To provide administrative and operational support to ensure the smooth running of day to day operations as well as seasonal, special and VIP events at Slimbridge Wetland Centre. To provide administrative and operational support to the Visitor Experience Manager.

Supervisory responsibilities: Administrative Assistant and Receptionist

Responsibilities of the post

1. Line manage the business reception administration team, ensuring that reception duties, including all internal booking and administration processes, operate effectively.
2. Support the planning and delivery of day-to-day activities and seasonal events, working closely with the Visitor Experience Manager and Visitor Experience Officer to ensure smooth operations, engaging visitor experiences, and high-quality execution throughout the year.
3. Utilize Digi Tickets to monitor, track, and manage event bookings, ensuring smooth and efficient ticketing processes for visitors and participants. Liaise with other departments coordinating event requirements.
4. Support the coordination of Visitor Experience and Scott House Museum Volunteers; use Better Impact software to ensure that volunteer slots for events and activities are live, accessible and up-to-date, facilitating seamless volunteer sign-ups.
5. Oversee and monitor multiple email inboxes (including the Information Inbox, Events Inbox, the Art Hub Inbox, VIP Experiences Inbox) by responding to inquiries, managing requests, and ensuring all correspondence is handled in a timely manner.

6. Contribute to the coordination and management of room bookings for various events, activities, and group visits, ensuring all spaces are reserved, prepared, and allocated appropriately. Operate an efficient and accurate diary system to track internal functions, events, and room reservations.
7. Provide administrative support to the Visitor Experience Manager by assisting with day-to-day operations, maintaining records, and contributing to the smooth running of the visitor experience program.
8. Help monitor, maintain, repair and source replacements for interactive onsite interpretation.
9. Support the Learning Manager with administrative tasks relating to the schools program.
10. Assist in implementing the appropriate standards, procedures and best practice as defined by the General Manager.
11. 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.
12. Ensure you are aware of and have an understanding of the centre's key features and conservation highlights and share such information with visitors where and when appropriate.
13. 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.
14. 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
15. Work with the Visitor Experience Manager and the Marketing, Communications & Sales Manager to facilitate the smooth running of seasonal events on site seasonal events.

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. This post will also form part of the duty first aid rota as required (first aid training will be provided).

Date raised: October 2025

Person Specification

1. Qualifications

Essential:

- Educated to A Level or equivalent level in a relevant subject e.g. Events Management, Education, Communications or Tourism.
- Full driving licence.

2. Experience

Essential:

- Experience in public engagement preferably working within visitor attraction/entertainment, arts or hospitality.
- Excellent standards in customer service.
- Excellent presentation or comparing skills.
- Office or administrative experience; working knowledge of Microsoft Office, Excel, PowerPoint and Outlook
- Experience of working with large groups of children and adults.

Desirable:

- Experience in visitor engagement for a visitor attraction.
- Experience of running events in a fast paced, high-volume, high-quality operation/visitor attraction.

3. Managerial & Supervisory

Essential:

- Experience of managing volunteers as part of a team

Type of team member	Number managed (No. of direct reports)	Number supervised
Employed staff	2	0
Volunteers	0	0

Casual Workers	0	0
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4. Responsibility

Essential:

- Ability to confidently develop and deliver an engagement programme at WWT Slimbridge.
- Budget planning and financial skills.
- Ability to sensitively handle confidential information and small amounts of cash.
- Excellent time management.
- Ability to prioritise workload to ensure longer term projects are completed as well as daily duties

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Budget Responsibility	£0
Income	£0
Project Size (normally managed)	
Assets (required for job, exc. buildings)	£1000
Visitors (number per annum)	300,000

6. Contact

Essential:

- Regular and routine contact with other departments, volunteers, visitors and external organisations.
- Excellent verbal, written and interpersonal.

Desirable:

- To represent WWT at external outreach sessions or events.

General Notes

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