



Job Description

Operations Supervisor

Grade: 7

Directorate: Operations

Location: WWT Caerlaverock Wetland Centre

Reporting to: Centre & Reserve Manager

Main function of post: To provide general managerial support to the Centre & Reserve Manager, specifically to oversee the operation of the self-catering accommodation business, the visitor admissions function and all day-to-day property/facilities matters.

Supervisory responsibilities: Line management of the Engagement Officer and Admin Officer, as well as overall responsibility for supervising volunteers, casual staff and contractors.

Responsibilities of the post

1. To be responsible for the day-to-day operation of the self-catering accommodation business including the online booking platform, maintaining high standards of presentation and service to customers and ensuring all routine safety and compliance checks and licensing conditions are met.
2. To be responsible for the marketing and promotion of the self-catering accommodation business and for liaising with customers during the booking phase and during their time on site, delivering excellent customer service throughout.
3. To be responsible for the day-to-day operation of the visitor admissions function, leading staff and volunteers to provide a warm welcome to visitors, shaping unforgettable experiences and helping them understand and connect to wetlands.
4. To ensure compliance with all processing, finance and cash-handling aspects of the visitor admissions function, assisted by the Admin Officer.

5. To support the Centre & Reserve Manager by overseeing day-to-day property and facilities matters including ensuring all periodic safety and compliance checks are completed and routine maintenance is planned and completed.
6. To liaise with contractors where necessary to schedule maintenance work and to oversee their work on site.
7. To assist the Centre and Reserve Manager in overseeing contractors engaged in delivery of capital works and development projects on site.
8. To work alongside volunteers encouraging and supporting them in their work for WWT, ensuring they have a positive volunteering experience.
9. To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself, your team and others is integral to the way you work.
10. To be responsible for engaging with the WWT Sustainability Statement, being aware of negative environmental impacts, incorporating sustainable ways of working within your role and ensuring your team of staff and volunteers do the same.
11. To act as the Safety Health and Environment (SHE) representative for the site.
12. To ensure that you and your team adhere to the WWT Cash Handling policy and guidance and Data Protection policy and standards.

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: March 2026

Amended:

Person Specification

1. Qualifications

Essential:

- Educated to A level standard or equivalent qualification or experience
- Full, current driving licence

Desirable:

- Relevant health & safety qualification
- Customer care/customer service training

2. Experience

Essential:

- Experience of managing contractors undertaking maintenance, repair or cleaning contracts
- Ability to coordinate and deliver small-scale projects on time and within set resources
- Strong teamwork and communication skills, including staff, volunteers, contractors and customers
- Demonstrable experience of upholding health and safety standards and procedures for practical site work
- Demonstrable experience of working within and/or managing a budget
- Experience of following cash handling & finance processes

Desirable:

- Experience of working in a customer/visitor-facing setting and ability to engage positively with the public to promote work of WWT and Caerlaverock
- Experience of operating self-catering holiday accommodation
- Demonstrable passion for nature conservation and sustainable site management

3. Managerial & Supervisory

Essential:

Type of team member	Number managed (No. of direct reports)	Number supervised
Employed staff	2	0
Volunteers	0	10

Casual Workers	0	0
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4. Responsibility

Essential:

- Day-to-day responsibility for maintenance and safe use of built infrastructure, habitats, visitor facilities and equipment.
- Annual budget responsibility up to £30,000 with associated responsibility for ensuring efficient use of resources and providing input into maintenance/project costings.

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Budget Responsibility	£30,000
Income	c£50,000
Project Size (normally managed)	Small
Assets (required for job, exc. buildings)	£5,000
Visitors (number per annum)	N/A

5. Creative Ability

Essential:

- Ability to think creatively and assist the Centre and Reserve Manager with forward planning and problem solving

Desirable:

- Ability to contribute to the ongoing development of the self-catering accommodation business

6. Contact

Essential:

- Ability to build and maintain collaborative working relationships with the Centre and Reserve Manager, other site-based colleagues and central advisors and support departments
- Demonstrable ability to liaise with external contractors and suppliers to support maintenance and project delivery

- Able to ensure work is carried out sensitively and flexibly around the needs of visitors, ensuring minimal disruption and a positive visitor experience.
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General Notes

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