



JOB DESCRIPTION

Rutland Osprey Project – Visitor Centre Coordinator

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| Responsible to: | Senior Reserves Officer (Projects) |
| Purpose of post: | To coordinate operational activities at the Lyndon Visitor Centre and assist with the running of the Rutland Osprey Project, to ensure the delivery of an exceptional visitor experience. |
| Employment term: | The post is offered on a full-time fixed term contract from 25 th February to 29 th September 2019. |
| Hours of work: | 35 per week, including three weekends in every four plus some Bank Holidays. |
| Salary: | £21,312 pa pro rata |
| Leave: | 14.5 days |

Main responsibilities:

- Coordinate day-to-day operations at Lyndon Visitor Centre, including overseeing building facilities, maintenance and security.
- Provide face-to face information and interpretation to visitors to Lyndon Visitor Centre and Rutland Water nature reserve, maintaining high quality customer care.
- Assist with opening and closing Lyndon Visitor Centre and manning the reception desk.
- Assist with cash handling and banking, ensuring appropriate financial and cash handling procedures and controls are in place at all times.
- Support the project's large volunteer team, including on-duty volunteers, as well as induction and training of new volunteers.
- Assist with the Rutland Osprey Project's events programme, including giving talks at Visitor Centres, leading guided walks and Osprey cruises.
- Assist with bookings for Osprey cruises.
- Assist with manning the Rutland Osprey Project stand at Birdfair.
- Promote and develop the Rutland Osprey Project's merchandise and brand.
- Coordinate ordering of stock in the shop, working closely with the RWNR Administrator.
- Manage supplier and contractor relationships and monitor performance.
- Ensure appropriate, safe and secure access to all visitors to the visitor centre and reserve.
- Conduct regular health and safety checks, to ensure a safe working environment throughout the premises.
- Ensure risk assessments, accident and incident reports, and routine checks of public areas are completed, logged, and communicated as required.
- Assist the Rutland Osprey Project Officer with public relations and communications as necessary (website updates/blogs, social media, press/radio).
- Any other duties commensurate with the post.

KEY TERMS AND CONDITIONS OF EMPLOYMENT:

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| Employer: | Leicestershire Wildlife (Sales) Ltd (the fully owned trading subsidiary of Leicestershire and Rutland Wildlife Trust). |
| Place of work: | Lyndon Visitor Centre, Rutland Water Nature Reserve, Lyndon Road, Manton, Rutland, LE15 8RN. |
| Salary: | Officer Band: £21,312 pa pro rata |

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| Employment term: | The post is offered on a full-time fixed term contract from 25 th February to 29 th September 2019. |
| Hours of work: | 35 per week excluding lunch breaks, with flexible working to include evenings and three weekends in every four. In practice, considerable flexibility is required because of the commitments of the post. Payment for overtime worked in excess of the standard working week is not available, but time-off in lieu may be taken by prior arrangement with line manager. |
| Leave: | 14.5 days |
| Pension: | The Trust operates an Auto-enrolment Pension Scheme and pays an employer contribution of up to 7% of gross salary contingent on a 50% matching contribution from the employee. |
| Death in Service: | Death-in-service cover is provided at three times annual salary. |
| Training: | A training budget is allocated to this post and on-the-job training will be given. |
| Travel: | A full, current driving licence is essential. Trust vehicles will be used, if available, otherwise the standard Trust mileage rate will be payable for the business use of the post-holder's private car. |
| Probation period: | A probationary period of three months applies, during which new employees are expected to demonstrate their suitability for the post. During this period, employment can be terminated by one week's notice by either party. |
| Equal opportunities: | The Trust's Equality and Diversity Policy is available on request. The requirements for outdoor work in areas with access difficulties should be borne in mind by applicants. |
| Environmental policy: | The post holder will be expected to carry out their job responsibilities in an environmentally aware manner, ensuring as little damage to the environment as possible. LRWT aims to ensure all resources are utilised effectively and efficiently. The post holder will be expected to apply 'sound value for money' principles in undertaking purchasing or supply of goods and services. |

SKILLS AND EXPERIENCE REQUIRED:

Essential:

- Experience of visitor centre management.
- Excellent organisational skills.
- Good IT skills – competent in the use of Microsoft Word, Excel and PowerPoint.
- Experience of working with the public, providing face-to-face interpretation and leading events.
- Excellent people skills, enthusiastic and confident working with the public.
- Effective team player.
- Working knowledge of Health and Safety regulation and best practice.
- Willingness to work weekends and unsociable hours.
- Full, current driving licence and access to own vehicle.

Desirable:

- Experience in a commercial environment.
- Experience of working with volunteers.
- First aid trained.
- Good bird identification skills.
- Proven interest and passion for the natural world and conservation.
- Experience and knowledge of ospreys and osprey conservation.

HOW TO APPLY

To apply, please submit a CV and a supporting statement of no more than two pages.

In your statement please provide evidence of your suitability against the job description and skills and experience required.

You should give the names, positions, organisations and telephone contact numbers of two referees, relevant to this role. References will only be taken once your express permission has been granted.

Please ensure you have included appropriate mobile, work and home telephone numbers.

Completed application forms must be returned either:

By email to:

rebeccapitman@rutlandwater.org.uk

By post to:

Rebecca Pitman
Senior Reserve Officer (Projects)
Rutland Water Nature Reserve
Volunteer Training Centre
Oakham Road
Hambleton
Oakham
Rutland LE15 8AD

We will acknowledge receipt of applications sent by email. If you apply by post and wish us to confirm that your application has arrived, please enclose a stamped addressed envelope, marked "Application arrived".

Candidates wishing to have an informal chat about the post with Rebecca Pitman, Senior Reserves Officer (Projects) at Rutland Water Nature Reserve, can arrange this by emailing rebeccapitman@rutlandwater.org.uk

RECRUITMENT TIMETABLE

Deadline for Applications

9am on Monday 21st January 2019

Interviews

Interviews will be held at Rutland Water Nature Reserve during week commencing 28th January 2019.

BACKGROUND INFORMATION TO THE POST

Rutland Water Nature Reserve (RWNR) is managed by Leicestershire & Rutland Wildlife Trust in partnership with Anglian Water and provides one of the most important wildfowl sanctuaries in Great Britain, regularly holding in excess of 20,000 waterfowl. It is a Site of Special Scientific Interest, a European Special Protection Area and internationally recognised as a globally important wetland site (Ramsar).

RWNR occupies an area of land and shallow water running for 9 miles around the western end of Rutland Water was created in the 1970s with the construction of the reservoir. The overall size of the reserve has been expanded to approximately 1,000 acres with the completion of the major Rutland Water Habitats Project in February 2011. This involved the constructions of nine extensive new lagoons comprising shallow water, snaking islands and wet marginal habitats to provide

optimum conditions for wildlife and ensure it is undisturbed by future water management of the reservoir.

The larger section of RWNR lies on the western shore, close to the village of Egleton. Here there is the Anglian Water Birdwatching Centre, nine shallow lagoons, meadows and plantation woodland.

The Lyndon area of RWNR, on the south shore of the reservoir, comprise the Lyndon Visitor Centre, a narrow strip of meadows and shoreline, two large impounded lagoons as well as plantation and ancient woodland.

RWNR is home to the successful Rutland Osprey Project enabling ospreys to breed again in central England for the first time in 150 years. Ospreys are regularly seen fishing over the reservoir from April - September.

A water vole re-introduction project has seen a healthy population established back at RWNR and on the nearby Oakham Canal.

A variety of events and activities take place at RWNR including regular walks, talks and courses. The largest event is the annual Birdfair that takes place at Rutland Water Nature Reserve in August each year. Described as the birdwatcher's Glastonbury, Birdfair is the world's first and largest international birdwatching event and encompasses the whole spectrum of the birdwatching industry whilst at the same time supporting global bird conservation. There are hundreds of stands selling the latest products for wildlife enthusiasts and a packed programme of lectures and events.

A small army of volunteers are vital to the effective operations of activities at RWNR from practical nature conservation tasks, staffing the two visitor centres, wildlife monitoring and recording and helping stage Birdfair. A purpose-built Volunteer Training Centre – thought to be the first of its kind in the UK – was officially opened by Sir David Attenborough at Rutland Water Nature Reserve in July 2015. The new Centre serves as the hub of an active, supportive community in which volunteers of all ages and backgrounds can make a real difference to our natural heritage, to their lives and to Rutland Water and other nature reserves in the area.

The following website will provide further information about Rutland Water Nature Reserve and the different activities that take place there:

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| Rutland Osprey Project | www.ospreys.org.uk |
| Rutland Water Nature Reserve | www.rutlandwater.org.uk |
| Birdfair | www.birdfair.org.uk |

For information on the Leicestershire and Rutland Wildlife Trust see: www.lrw.org.uk



**Leicestershire
& Rutland
Wildlife Trust**

