



Job Description

Job Title:	Casual Visitor Centre Assistant (Zero Hours)
Responsible to:	Visitor Centre Manager
Job Purpose:	This position is to assist in the smooth running of a busy educational visitor centre and to maximise the enjoyment of all who visit.

Key Accountabilities

Assisting with the smooth running of the visitor centre, engaging confidently with visitors of all ages and talking to them (after training) about the work of Tiggywinkles and how to support hedgehogs and wildlife.

Assisting and serving visitors in the Visitor Centre shop.

Working in the coffee shop, keeping due diligence paperwork up to date and assisting with cleaning.

Supporting children's holiday activities – mainly papercrafts.

Handling of some animals in the Visitor Centre, whilst in their enclosures (full training will be given).

Assisting with group tours (after full training) with the opportunity to give talks and presentations to groups of all ages.

Undertaking daily Visitor Centre maintenance including, jet washing, sweeping, cleaning / scrubbing rails and play equipment, mopping, dusting, cleaning the kitchen and tidying indoors and outdoors.

Communicating with guests, visitors, staff and contractors on site in a professional, courteous and friendly manner.

Attending to other tasks, as required by the Visitor Centre Manager and Team Leader.

Complying with all policies and procedures, including data protection, food hygiene and safeguarding.

Tiggywinkles

Aston Road, Haddenham, Bucks, HP17 8AF

Tel: 01844 292292 Email: mail@tiggywinkles.org www.tiggywinkles.com



Person Specification

Job Title: **Casual Visitor Centre Assistant (Zero Hours)**

Attributes	Essential	Desirable
Attainments / Qualifications		
Previous Experience		Previous experience of working in a public facing and/or customer service role. Previous experience of food preparation
Circumstances		
Disposition	Friendly and engaging. Enjoys working with visitors of all ages. Confident in talking to members of the public A positive disposition and effective problem solving skills. A high level of attention to detail. Able to take responsibility for own work. Ability to work effectively both on own initiative and as part of a team.	Happy to work indoors and outdoors in all weathers.

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