



Forestry Commission
England



Westonbirt
The National
Arboretum

Discover
Green Careers
at Westonbirt

Visitor Services Co-ordinator

Job role

To co-ordinate key visitor services, maintain facilities and supervise paid, voluntary and contract staff working in visitor services

Key Work Areas

1. Co-ordinate and supervise the Visitor Services Team (25%)

- Develop and maintain a rota and supervise paid staff
- Ensure service levels are maintained in regards to quality of customer service and site cleanliness
- Help develop and co-ordinate volunteers working for Visitor Services and ensure appropriate training is given to achieve role

2. Public engagement (25%)

- Ensure information provided to visitors is accurate and communicated appropriately
- Collect and act on any feedback received
- Ensure Visitor Services contribute to delivering Westonbirt's key messages to our visitors
- Maintain quality of service to customers as part of Westonbirt's business strategy

3. Maintenance of facilities, equipment and monitoring health and safety (25%)

- Maintain equipment and tools for Visitor Services
- Help develop and maintain a facility inspection system and ensure that the team all contribute effectively to achieving this
- Ensure good standards of health and safety, first aid, accident and incident reporting are maintained in the team

4. Working with partner organisations and concessions (25%)

- Help to maintain agreed service levels with concessions and partners at Westonbirt including site cleanliness and customer satisfaction
- Help keep partner organisations and concessions informed about Westonbirt's work, promotions and events
- Help partner organisations and concessions develop business opportunities appropriately and in sympathy with Westonbirt's mission and strategy