

JOB DESCRIPTION

JOB TITLE:	Customer Services Officer– Wildlife Discovery Centre (WDC)		
JOB TITLE No.	TBC	POST No.	TBC
GRADE:	SC5-Sc6	SCP RANGE:	12 - 22
SECTION:	Ranger Service	DIRECTORATE:	Parklands
POST LOCATION:	Wildlife Discovery Centre		

CRB REQUIREMENT:	Yes	CRB LEVEL:	Enhanced
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ACCOMMODATION:	n/a
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DRIVER'S LICENCE & BUSINESS USE INSURANCE REQUIREMENTS:	Casual User
CAR ALLOWANCE:	No
BUDGET LEVEL:	

REPORTING TO:	Ranger Services Manager	POST No.	100728
RESPONSIBLE FOR:	n/a	POST No.	n/a

POLITICALLY RESTRICTED POSTS:	n/a
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PURPOSE OF ROLE

- You will contribute to the effective day to day running of the Wildlife Discovery Centre(WDC) and deliver excellent customer experience to our visitors including providing information on the local area and the wider park as a whole.
- On a daily basis, you will be required to Open and Close the WDC Discovery Room and Tower.
- On a daily basis, you will be required to liaise with and oversee the Volunteers on duty
- You will be required to liaise with Ranger Service Colleagues, other internal colleagues, on-site contractors and preferred suppliers (where applicable) to ensure each day runs as smoothly as possible
- You will be required to monitor and respond accordingly to incoming external emails to the WDC inbox.
- You might be required to work at other open space sites to promote the Park in “pop up sessions”
- Answer and respond to telephone or email / Social media enquiries from the public and provide response via email or in person and where necessary pass on enquiries to the appropriate open spaces department.

KEY RESPONSIBILITIES AND DUTIES	
PEOPLE RESPONSIBILITIES (EXTERNAL – INCLUDING MEMBERS)	
<ul style="list-style-type: none"> As and when required with third party contractors such as electricians, security and wildlife CCTV, Lift Engineers 	
PEOPLE RESPONSIBILITIES (INTERNAL – INCLUDING CONTRACTORS & VOLUNTEERS)	
<ul style="list-style-type: none"> Liaise with internal Lee valley departments such as Communications and Volunteers plus also the volunteers themselves 	
FINANCIAL RESPONSIBILITIES	
<ul style="list-style-type: none"> Requesting/overseeing orders for retail stock, Hot and Cold Drinks, printable literature and cleaning materials. 	
OTHER RESOURCES RESPONSIBILITIES	
<ul style="list-style-type: none"> To receive and respond to all enquires to the WDC by phone, email and in person and to assist with other general open space correspondence where needed Liaise with third party contractors where applicable Ensure daily opening and closing checks are completed To provide an excellent customer experience and customer service Make sure stock levels are maintained and supplies are ordered in good time. Ensuring that all incoming calls and enquiries are answered in a professional and timely manner to provide quality information to all customers and visitors to the Centre and the general public accessing the River Lee Country Park, including giving advice on facilities and amenities, handling complaints, answering queries and providing information by telephone, email and in person on a daily basis. Oversee Volunteers on duty and ensure sufficient cover via daily rota To keep the Discovery Room, Tower and Hide clean and tidy and any interactive displays in good order Complete routine site checks and report any faults accordingly Producing daily reports using EPOS system, cash up end of day and provide occupancy reports Liaise with Comms re monthly/annual updates for tv screen information Ensure wildlife CCTV is operational in increase usage and footage recorded where appropriate Ensure customer interactive features remain in working order reporting any breakages Report any WDC faults to the appropriate ranger re MPG's and to get fixed 	
GENERAL	

KEY CONTACTS

INTERNAL CONTACTS / PURPOSE	EXTERNAL CONTACTS / PURPOSE
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<ul style="list-style-type: none"> • Ranger Service Colleagues • Volunteers / Volunteers Team • Communications Team • IT Colleagues 	<ul style="list-style-type: none"> • Third Party Suppliers • Contractors • Members of the public
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The Authority has the right to amend the job description in consultation with the post-holder to reflect changes in or to the job.

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only. Additional duties may be required from time-to-time that are not identified above and shall be appropriate to the nature, grade and demands of the job as described. The Job Description is current as at the date shown below. In consultation with the post-holder, it is liable to variation by management to reflect or anticipate changes in the job.

The Authority has a policy of working with volunteers to enhance the service we provide, part of your duties may at times involved working with or supervising volunteers as part of your normal working duties. Full training is available on working with volunteers from the HR team and through e-learning modules.

Sign off for Job Description and Person Specification

Job Description/Person Specification	Post Title	Date signed off
JD/PS Prepared by line manager	TBC	
JD/PS Agreed by second line manager	n/a	n/a
JD/PS Agreed by HOS/Director	Jon Carney	
Consultation with post holder conducted by:	n/a	n/a

PERSON SPECIFICATION

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KNOWLEDGE AND SKILLS	
ESSENTIAL	DESIRABLE
Knowledge	Knowledge
<ul style="list-style-type: none"> Previous customer service experience. Computer literate in Microsoft Office 	<ul style="list-style-type: none"> Experience in dealing with public Experience of working in a leisure environment
Qualification	Qualification
<ul style="list-style-type: none"> English at GCSE level C or equivalent Maths at GCSE level C or equivalent 	<ul style="list-style-type: none"> Relevant Health and Safety qualification First Aid at Work
Experience	Experience
<ul style="list-style-type: none"> In delivering excellent customer service. To perform the role in the best interest of the business 	<ul style="list-style-type: none"> Experience of working in a leisure environment
Problem Solving / Decision Making + Mental Skills	Problem Solving / Decision Making + Mental Skills
<ul style="list-style-type: none"> Ability to remain calm under pressure. Ability to use your own initiative and know when to escalate Ability to multi task, prioritise and plan effectively Commitment and dedication with a level of flexibility Excellent organisational skills with attention to detail 	<ul style="list-style-type: none"> Demonstrates a “Can Do” attitude
Communication	Communication
<ul style="list-style-type: none"> A friendly and professional manner when communicating with the public, other staff and guests Excellent communication skills both verbal and written. Excellent interpersonal skills A welcoming and engaging member of the team To engage team members in the Authority’s vision, mission, values and strategy Polite and a good communicator 	
Physical skills	Physical skills
<ul style="list-style-type: none"> To be physically fit as some manual handling is required. 	

EFFORT AND DEMANDS

ESSENTIAL	DESIRABLE
Mental demands	Mental demands
<ul style="list-style-type: none"> • A calm approach when resolving customer queries 	
Physical demands	Physical demands
<ul style="list-style-type: none"> • Replenishing stock • Some Cleaning 	
Emotional demands	Emotional demands
<ul style="list-style-type: none"> • Resolving customer enquiries • Flexibility 	
Work Environment	Work Environment
<ul style="list-style-type: none"> • Excellent organisational skills • Interesting and diverse work environment working indoors and outdoors 	
Other requirements	Other requirements
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • IT skills • Ability to multi-task, prioritise and plan effectively 	<ul style="list-style-type: none"> • Attention to detail • Ability to identify opportunities • To continually improve the effectiveness and efficiency of the service • To perform the role with creativity and innovation