

Job Description

Job title:	Visitor Centre and Events Officer
Responsible to:	Head of Nature Reserves
Line management of:	Information Assistant (Seasonal Role)
Purpose of post:	To manage the effective day-to-day running of the Lyndon Visitor Centre (LVC); enabling more people to enjoy the natural heritage of Rutland Water Nature Reserve (RWNR). To develop, organise and promote events, activities and room hire at the LVC, working where appropriate with the Volunteer Coordinator. To provide welcoming customer service, and efficient and effective volunteer support and retail operations, events organisation and development.
Employment term:	Full-time Permanent (including regular weekends / Bank Holidays).
Hours of work:	35 hours per week (TOIL in place of overtime).

Main responsibilities:

Managing operations at the Lyndon Visitor Centre, RWNR, to include:

- Co-ordinating the efficient day-to-day running of the LVC to ensure it functions effectively and is a friendly space for volunteers and visitors:
 - Oversee opening and closing Lyndon Visitor Centre and manning the reception desk.
 - Welcoming visitors to Lyndon Visitor Centre and ensuring a good first impression of Leicestershire and Rutland Wildlife Trust, providing information, interpretation and guidance.
 - Dealing with enquiries/ incoming calls.
 - Supporting and training Visitor Centre volunteers to deliver an excellent visitor experience.
 - Ensuring the Centre operates efficiently during the osprey season (Mar-Sept).
 - Oversee finance and banking, ensuring appropriate financial and reporting procedures and controls are in place at all times.
 - Co-ordinate ordering of stock in the shop.
 - Oversee the delivery of Osprey information to the public through social media channels working with the Senior Species and Recording Officer at RWNR.
- Produce an exciting, well-publicised and financially viable events calendar at RWNR, ensuring planning, promotion, delivery and bookings run efficiently:
 - Developing the centre's operations during and outside of the osprey season by designing and ensuring delivery of an exciting calendar of public engagement, and fund-generating activities.

- Engaging with new audiences of all ages, backgrounds and abilities, and developing innovative and imaginative opportunities for access, involvement and activities.
- Liaising with the local community, visitors and other groups as required.
- Outreach and Engagement:
 - Working with LRWT Supporter Development and Membership Teams, and with relevant external partners, to further develop the Lyndon Centre and Volunteer Training Centre as “go-to” venue for events, training and volunteering in the region.
 - Assist the Information Assistant, with public relations and communications as necessary (website updates / blogs, social media, press / radio).
 - Promote and develop the Rutland Osprey’s merchandise and brand.
 - Deliver and develop the Rutland Osprey’s events programme, including giving talks, leading guided walks, and Osprey Cruises.
 - Actively engage visitors with a view to recruit and promote the various LRWT membership options.
- Organisational:
 - Oversee building maintenance and security
 - Manage supplier and contractor relationships and monitor sales performance.
 - Oversee the bookings and delivery of Osprey Cruises / talks.
 - Support the project’s large volunteer team, including on-duty volunteers, as well as induction and training of new volunteers.
 - Work with the Volunteer Coordinator to organise the volunteer rotas for both the Lyndon Visitor and Anglian Water Birdwatching Centre and the Osprey Volunteer rota.
- Best practice:
 - Ensure appropriate, safe and secure access to all visitors to the centre and reserve.
 - Conduct regular health and safety checks, ensuring centre activities are carried out safely and in accordance with the Trust’s health and safety policy and guidelines.
 - Ensure risk assessments, accident and incident reports, and routine checks of public areas are completed, logged, and communicated as required.

Any other duties reasonably required

SKILLS AND EXPERIENCE REQUIRED:

Experience

- Sales/retail experience.
- Experience of visitor centre management.
- Experience of working with the public, providing face-to-face interpretation and organising, running and leading events.

Knowledge

- Further/higher education in a relevant subject.
- Passion and knowledge for the natural world and conservation.
- Knowledge of ospreys and osprey conservation.
- Working with volunteers / members of the public
- Working knowledge of Health & Safety regulation and best practice

Skills

- Great customer service skills.
- Excellent organisational skills, including events organisation - people management skills, record-keeping, and an ability to “think on your feet”.
- An ability to prioritise potentially conflicting demands and deal with pressure, while maintaining a professional and approachable front-of-house service.
- Excellent writing skills and experience of producing articles, media releases and blogs/social media posts quickly and to a high standard.
- Excellent public-speaking skills - able to give engaging talks and presentations to a wide range of audiences.
- Good IT skills.
- Good natural history skills.
- Full, current driving license.
- First Aid (training can be provided)

Personal Qualities

- A 'people person', enthusiastic, passionate and confident in a customer-facing environment.
- Highly motivated, with a great work ethic / ability to maintain composure under pressure.
- Willingness to roll up your sleeves and join in with volunteers and staff in activities and events and work alongside a wide range of people.
- Willingness to work weekends and unsociable hours.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Employer:	Leicestershire and Rutland Wildlife Trust
Place of work:	Rutland Water Nature Reserve
Salary:	£26,045.25
Employment term:	The post is a full-time permanent position
Hours of work:	35 hours per week excluding lunch breaks; with flexible working to include some evenings and weekends. 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:	25 days per annum
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 also be given.
Travel:	A full, current driving license 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 six months applies, during which the employee is 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.

For any specific questions regarding the post please email:

Joe Davis jdavis@lrwt.org.uk

Closing date: 9th of November 2025

Interviews will be held in person on the 19th of November 2025 at Rutland Water Nature Reserve

How to Apply

To apply for the post please fill in the application form which is downloadable from <https://www.lrwt.org.uk/jobs> and return it to

jdavis@lrwt.org.uk

or by post to:-

Joe Davis
Head of Nature Reserves
The Volunteer Training Centre
Oakham Rd
Hambleton
Oakham
Rutland
LE15 8TL