



Visitor and conference centre officer – part time 0.5 FTE

Accountable to: Visitor Centre Manager

Responsible for: Volunteers and contractors

Works with: Visitor Services team and the wider Shropshire Wildlife Trust team

Overview

Shropshire Wildlife Trust (SWT) has a vision of a thriving natural world, where Shropshire's wildlife and natural habitats play a valued role in addressing the climate and ecological emergencies, and people are inspired and empowered to take action for nature. We combine projects across Shropshire (including Telford & Wrekin) with advocacy and campaigning to restore nature and to engage people. We manage over 40 nature reserves and have more than 50 staff, 300 volunteers, and over 9000 members. SWT is an autonomous charity, but we are increasingly working collectively, as part of The Wildlife Trusts (TWT), to ensure that our local actions have a national impact and help to address global issues.

Objective of the job

Assist with leading the operation of The Trust's room hire business and support with the wider visitor centre.

Key results expected

1. A top-class level of service which forms good customer relations and creates an excellent reputation, in turn leading to repeat business and ultimately a surplus income.
2. A high standard of cleanliness and tidiness throughout the whole centre.
3. The Trust's ethos is reflected throughout so visitors and room hire clients leave with an increased awareness of the work of the Trust and how they can support us (ultimately aiming to recruit them as SWT members).

Key tasks

1. Acting as host / ambassador for The Trust, delivering exceptionally high standards to every guest, ensuring that all client needs are met.
2. Taking and processing room hire bookings and related room hire administrative tasks.
3. Cleaning, preparing, setting up and maintaining meeting rooms to a high standard.
4. Providing technical support for client IT requirements where needed, including services such as hybrid meetings, photocopying and promotion of events.
5. Servicing room hire bookings (providing refreshments and catering and responding to last minute changes or additional requests).
6. Develop a program of events and activities to increase income, footfall and profile of the centre.

7. Take an active role in marketing all aspects of The Cut.
8. Cleaning the visitor and conference centre and maintaining the appearance (emptying bins, recycling, cleaning toilets).
9. Carrying out minor maintenance duties and general upkeep of The Cut.
10. When not in use all rooms should be set up for future events and always kept clean and tidy.
11. Always observe safe and hygienic working practices to satisfy Health and Safety at Work, Food Hygiene and other statutory legislation.
12. Undertake security procedures relating to retail and opening / locking up.
13. Act as a fire warden and first aider whilst on duty.
14. Providing support for other visitor centre operations when required, including reception, events and retail, as well as contributing to a great team atmosphere.
15. Work with and support the recruitment, induction and ongoing training of a team of volunteers.
16. Recruiting new members and have empathy for the work of Shropshire Wildlife Trust.

While delivering this role, the postholder will need to work with due regard to Health and Safety, the General Data Protection Regulations, the Fundraising Code of Practice, Safeguarding and other policies and procedures.

All staff are expected to support and manage volunteers in the course of their duties and maintain and uphold the good reputation of the Trust.

Core skills

Essential:

- Ability to be adaptable and work flexible hours including early starts, evenings and weekends to meet the needs of the business.
- A demonstrable ability to provide a high level of customer service.
- A proactive approach to work with a strong attention to detail and a can-do mentality.
- The ability to use your own initiative and keep calm under pressure when exposed to unexpected situations, with quick thinking and good judgement.
- Good time keeping skills, with the ability to multi-task and respond to competing demands on your time.
- Being physically able to move furniture and other bulky items.
- The ability to develop effective relationships with colleagues whilst working in a small team as well as alone.
- The ability to communicate with a range of audiences both face to face, on the phone and in writing.
- Competent using IT including MS Office programs.

Desirable:

- Practical working knowledge of audio-visual equipment and hybrid meetings.
- Experience developing or running events for a wide range of audiences.
- First aid and/or food hygiene certificates and knowledge of manual handling best practice.
- Experience using social media to promote business.
- Retail experience or use of EPOS systems.

Terms of Employment

Salary:	£13,319 Pro rata salary (£26,638 FTE)
Hours:	The post is part time, 17.5 hours week. The nature of the post's duties mean many of the hours worked will be during evenings and weekends. The number of hours each week will vary depending on room bookings but will average out over the month. Paid overtime is not available, but time off in lieu of hours worked will be given.
Pre employment checks:	The post does not require a DBS (Disclosure Barring Service) check. The successful applicant will need to provide proof of right to work in the UK and qualifications, presented at interview.
Probationary period:	6 months
Contract	Permanent
Holidays:	A full-time member of staff has 25 working days per annum in addition to normal public holidays. An additional day is added for each year's service up to a maximum total of 30 days holiday.
Pension:	After three months the employee will be eligible to join the Trust's group personal pension scheme and if they pay a minimum of 3% of salary the Trust will contribute 7% of salary to this scheme.
Notice Period:	During your probationary period, the period of notice for termination of your employment will be one week on either side. After successful completion of your probationary period the minimum period of notice is one month.
Place of Work:	The Cut visitor centre, Shrewsbury, SY2 6AH.
Home working:	Home working is not possible for this post.
Travel:	Travel is not typically part of the post.
Training:	The Trust is fully committed to personal development and training. Employees have an annual appraisal and regular progress meetings.
Closing date:	5pm on 7 th April 2026
Interview dates:	17 th April 2026