



Walthamstow Wetlands Ranger – Visitor Engagement

Job Description and Person Specification



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Responsible to:	Walthamstow Wetlands Nature Reserve Manager
Located at:	Walthamstow Wetlands, Forest Rd N17 9NH
Responsible for:	Walthamstow Wetlands Volunteers
Staff Management:	Management of Visitor Engagement volunteers

Overall Responsibilities:

To promote, conserve and enhance Walthamstow Wetlands as a valuable and popular community asset which delivers environmental and community benefits in line with the Walthamstow Wetlands Activity Plan. The focus of this roll will be to deliver **visitor engagement activities such as guided walks and community sessions. This will involve recruiting, inducting, training and managing visitor engagement volunteers to support this the delivery of these programmes.** To promote, conserve and protect the biodiversity interests of Walthamstow Wetlands; providing intellectual access to the public, so that they are able to enjoy a safe and enjoyable nature reserve.

Main Areas of Responsibility:

- Provide a regular staff presence at Walthamstow Wetlands and keep the site safe and well-maintained and ensure site rules are adhered to by all visitors at all times.
- Deliver a series of guided walks, talks and community sessions focusing on natural, industrial and water heritage of the site that are suitable for a range of community audiences, particularly those that are under-represented on site, supported by lead volunteers.
- Coordinate and organise the smooth running of the visitor engagement volunteering programme on site, this will include promoting volunteering opportunities, inducting and training and reviewing volunteer activities.
- Promote learning and engagement with the existing biodiversity interests and ecological features of Walthamstow Wetlands.
- Continue the development of Walthamstow Wetlands as an outstanding example of urban nature conservation.
- Work with the staff team and volunteers to ensure that the volunteering and outdoor nature reserve facilities are kept clean and well-presented to ensure high standards of service and cleanliness are achieved, crucial for presenting the right image to our visitors and volunteers.

- Work with the staff team and volunteers to help manage visitor behaviour on the reserve in line with the site rules by undertaking patrols and positive engagement opportunities.
- Work with the staff team to help open and close gates and clear the site of visitors at the end of the day.
- Work with Walthamstow Wetlands Conservation Volunteering Officer & Marketing & Events Manager to promote and publicise guided walks and community activity volunteering opportunities at Walthamstow Wetlands. This includes providing regular content and photos.
- Record, monitor and evaluate community engagement sessions, including keeping up to date records on the Skipper database.
- Keep detailed records and reports of all community sessions and guided walks undertaken on site.
- Work with Walthamstow Wetlands Outdoor Learning Officer and Conservation Volunteering Officer to develop and build new areas to be used by schools and community learning groups on site.
- Assist in delivering outdoor events and activities on site.
- Ensure all health & safety measures are undertaken for work days that are delivered, including the monthly reporting of any accidents, incidents or near misses.
- To act as duty manager in line with rota
- To undertake other duties from time to time as requested by their line manager.
- To attend Walthamstow Wetlands team meetings and London Wildlife Trust quarterly staff meetings.

Other areas of responsibility:

- Promotion of the Trust: To work at all times to further the aims of the Trust including promotion of Trust membership. To encourage donations and to assist in and promote related events and campaigns where appropriate.
- Health and Safety: All staff are legally responsible for ensuring Health and Safety considerations are taken into account in all working situations. Staff are encouraged to make reports or suggestions to the Health and Safety Officer on any matters of concern.
- Equal opportunities: To work at all times within the Trust's Equality and Diversity Policy and to promote equal opportunities wherever possible especially with regard to volunteer and membership recruitment.
- All staff may, on occasion, contribute to the work of London Wildlife Trust's trading arm – London Wildlife Limited
- Adhere to the policies and plans of the Trust and be a responsible representative of the team and the Trust to external stakeholders, groups, individuals and funding bodies.

Terms and Conditions

Salary: £22,714 per annum (*pro rata* £9,085 per annum)

Hours of work: **Two days per week;** 9am – 5pm, including one hour for lunch. The post holder will work 2 days per week which will be weekend days. Please note that this is a job share role.

Holidays: 25 days per annum plus statutory holidays *pro rata*

- Tenure:** This is a fixed term contract until September 2020
- Sick pay:** Employees are eligible for company sick pay after successful completion of the probation period and if the correct procedures have been followed; employees may still qualify for Statutory Sick Pay.
- Pension:** Eligible employees will be auto-enrolled into the company pension scheme. Further details on auto-enrolment can be obtained from this website <https://www.gov.uk/workplace-pensions>. Pension contribution rates for LWT are currently at 3% employer and 5% employee. Even if you are not eligible, you can still join the scheme, but the Trust may not have to make any employer contributions. Further details will be provided on joining the Trust.
- Employee Assistance Programme** All employees have access to a free and confidential information, support and counselling service available 24 hours a day, 365 days a year.
- Childcare Voucher Scheme** The Trust operates a salary sacrifice scheme
- An enhanced DBS check is required for this role.**

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The following experience, skills and aptitudes are those that we are looking for in candidates for the post of Director of People and Wildlife. Those listed as 'Essential' are those that the candidates must have. Candidates who fail to meet these criteria will not be short-listed.

'Desirable' skills and experience are those that it would be advantageous to have, although it is not essential.

Essential	Desirable
Demonstrable experience of delivering a range of guided walks and community sessions within a nature reserve setting or similar	Experience of the Trust's work in either a staff or volunteering capacity
Knowledge about natural, industrial and water heritage of Walthamstow Wetlands	Experience of using social media
Experience of outreach and providing community sessions that meet the needs of under-represented groups	Experience of urban biodiversity conservation policy and practice, preferably with some experience in the field
Proven ability to effectively prioritise, organise, plan and schedule activities and resources	Understanding of key habitat management techniques
Demonstrable good communication and public relation skills, including telephone, e-mail and face-to-face communication	Knowledge of the voluntary sector
Experience of inducting, coordinating, and training volunteers, both on site and within a charitable body	Knowledge of Walthamstow Wetlands and the local community surrounding the site
Understanding of health & safety requirements in respect of conservation work and experience of risk assessments	Experience of leading horticultural or practical conservation activities for volunteers
Good understanding of health and safety practices	
Broad knowledge of British wildlife and conservation issues	
An understanding of visitor experience and commitment to being welcoming to all	