

PERSON SPECIFICATION

Visitor Experience & Centre Manager



Key competencies

- Entrepreneurial
- Highly organised
- Self-driven
- Collaborative worker
- Intuitive leader

Experience

Essential

- Minimum 3 years experience of the day to day operation of a destination visitor facility
- Experience of running a profitable catering operation
- Experience of running a profitable retail operation
- Responsibility for developing and delivering high quality visitor experiences
- Responsibility for EPOS system, analysis and reporting
- Stock management
- Responsibility for staff supervision and rotas
- Recruiting and managing volunteers

Desirable

- Setting up new operations and activity /or significantly growing existing activity
- Destination marketing and audience development
- Collecting and using visitor feedback
- Fostering partnerships and local networks
- Spotting opportunity and capitalising on this

Knowledge

- Regulatory frameworks: Health & Safety, food hygiene, safeguarding, GDPR
- Budget forecasting
- General knowledge of the natural world

Skills

Essential

- Excellent customer service skills
- Excellent organisational skills and attention to detail
- Excellent IT skills - technical and creative
- Use of digital comms
- Prioritising and meeting deadlines
- Current driving licence

