

Job description

Job title: Hospitality and Operations Officer

Team: Communities, Youth and Learning

Responsible to: Grow Wilder Site Manager

Responsible for: No direct reports

Working base: Grow Wilder, 181 Frenchay Park Road, Bristol, BS16 1EL with all Avon Wildlife Trust owned or managed sites

Overall purpose of job

To provide excellent visitor experience through effective operational and administrative support onsite at Grow Wilder, Avon Wildlife Trust's urban nature reserve.

Main responsibilities

- Ensure an excellent standard of client experience end-to-end from enquiry to booking completion.
- Manage enquiries, bookings and scheduling for venue hire, courses, events and programmes running at Grow Wilder.
- Coordinate practical arrangements for bookings and events, including room and site set-up, resources, signage and customer support on the day.
- Support colleagues, freelancers, tutors and external providers to deliver events and courses, including tutor liaison, participant communications, payments and feedback.
- Support the planning and delivery of key seasonal events at Avon Wildlife Trust.
- Work with the central Communications team to promote Grow Wilder, market courses, events and commercial activities (including the plant nursery) through web, social media and onsite communications.
- Support with maintaining accurate financial records for venue hire, events, courses, Wildflower Nursery plant sales and other site activities, including monthly reconciliation of plant sales income.
- Work closely with the finance team to ensure timely invoicing, maintain records of outstanding invoices and follow up overdue payments where appropriate.

Job specification

Management and Supervision

- This post has no line management responsibility
- Attention to detail with a welcoming and outward facing, client centred approach.

Accountability and Resources

- Responsible for coordinating supplies and resources for courses and site bookings.
- Liaise closely with the Communications team to market courses, events and experiences.
- Liaise closely with the Fundraising Team on the onsite delivery of Wild Work day bookings, passing on corporate partnership enquiries to the central team.
- Provide reliable administration for confirming bookings, recording sales and processing payments.

Job Impact

- Contributes to income growth of Avon Wildlife Trust through excellent customer service, well-managed and welcoming facilities and excellent visitor experience.
- Supports the team in the development of Avon Wildlife Trust's learning offer, inputting into discussions regarding design, planning and operational delivery.
- Enables the smooth running of Grow Wilder through planning and delivery of bookings and operational logistics.

Independence and Judgement

- Will be required to work with and support onsite colleagues, liaise closely with our central team, external tutors, clients and members of the public.
- Able to problem solve, take initiative and use judgement, while working as part of a team.
- A can-do attitude, willing to step in to find solutions.

People and Contacts

- Develops productive working relationships as part of the Communities, Youth & Learning Team.
- Holds excellent working relationships with the central team, specifically Fundraising and Communications team.

- Develops contacts and networks to support bookings, the engagement of local people, visitors, course tutors, community organisations and project participants.

Creativity and Innovation

- Uses creativity to improve onsite systems and operational delivery.
- Is innovative in increasing bookings and income generation in line with our charitable objects

Working conditions

- Mainly office based on site at Grow Wilder, with operational onsite delivery.
- You may be required to work from other Avon Wildlife Trust hubs and at a range of locations around the West of England area.
- Working a flexible rota 5 days out of 7.
- Some evening and weekend work as necessary (TOIL awarded).
- You will not be required to work outside of the UK
- You may be required to undertake other duties from time to time as the Company may reasonably require.

Person specification

E = essential criteria. D = desirable criteria

Please note - we have robust safeguarding procedures in place. This post is subject to a satisfactory enhanced DBS (Disclosure and Barring Service) check if applicable, and we will require two workplace references.

Experience

- Experience of using effective administrative processes e.g. for bookings, resource planning, scheduling. (E)
- Experience in ensuring the effective delivery of events and bookings. (E)
- Experience of working in hospitality and delivering client satisfaction, able to create excellent visitor experience (E)
- Proven experience of record keeping, data entry and managing data (E)
- Proven experience of effectively dealing with enquiries – in writing, on the phone and in person (E)
- Experience of booking systems and administering group bookings (E)
- Experience of using financial systems and maintaining accurate financial records (E)
- Experience of gathering feedback and evaluation data (D)

Competence, knowledge and skills

- Well organised, attention to detail with the ability to prioritise a busy and varied workload. (E)
- Competent in the use of Excel for financial tracking and reporting (E)
- Well-developed interpersonal and team working skills (E)
- Ability to think creatively with accurate administration skills (E)
- Excellent communication skills at all levels both written and verbal (E)
- Understands need for confidentiality and able to handle information sensitively (E)
- An understanding of the motivations of diverse audiences for taking part in nature-focused activities (D)

Personal qualities

- A can-do attitude, with a flexible and positive approach (E)
- Enthusiastic and motivated (E)
- Operates with tact, diplomacy and integrity (E)
- Excellent attention to detail (E)
- Committed to providing excellent customer service and maintaining professional, welcoming hire spaces. (E)
- An interest in wildlife and nature conservation and supportive of the aims of Avon Wildlife Trust (D)
- Supportive of the Avon Wildlife Trust values (E)

Our values:

- **We're determined**
Nature is facing huge challenges, but we have the skills, tenacity, and experience to help it recover and thrive.
- **We get things done**
Nature's recovery takes bold and decisive action. Our ability to work locally and at a landscape scale enables us to make an immediate and effective impact.
- **We're collaborative**
Nature connects us all. We work to bring like-minded people together, co-creating solutions that help nature and people flourish.