

## JOB DESCRIPTION

<b>Job title:</b>	<b>Information Assistant</b>
<b>Responsible to:</b>	Engagement Manager
<b>Purpose of post:</b>	Provide information to visitors, volunteers and wider audiences, on the Rutland Ospreys and wider conservation work of LRWT. To assist the day-to-day running of the Lyndon Visitor Centre (LVC); enabling more people to enjoy the natural heritage of Rutland Water Nature Reserve (RWNR).
<b>Employment term:</b>	Full-time including regular weekends / Bank Holidays). Seasonal contract from February 12 <sup>th</sup> 2025 until September 30 <sup>th</sup> 2025.
<b>Hours of work:</b>	35 per week full-time (TOIL in place of overtime), including 2 weekends in every four and some Bank Holidays.

### Main responsibilities:

Based at the Lyndon Visitor Centre (LVC), and wider Rutland Water Nature Reserve (RWNR):

- Outreach and Engagement:
  - Provide face-to-face information and interpretation to enhance the public's experience of ospreys, raising awareness of the issues surrounding wetland species and habitat conservation, with the aim of encouraging local action.
  - Leading guided walks and Osprey Cruises, giving talks at LVC plus external talks, and managing events bookings when needed.
  - Production of information and publicity materials, including regular updating and development of the Rutland Ospreys webpage/blog/social media.
- Organisational:
  - To assist the coordination of the work surrounding Rutland Ospreys.
  - To assist the day-to-day running of the LVC, helping with opening and closing, manning the front desk when needed, supporting the volunteers on duty, monitoring stock levels.
  - Actively engage visitors with a view to recruit and promote the various LRWT membership options.
  - Assist in coordinating the Rutland Ospreys volunteer team, including direct involvement by recruiting, motivating and training volunteers.

### Best practice:

- Support appropriate, safe and secure visitor access.
- Oversee health and safety aspects of the Rutland Osprey's.

Any other duties commensurate with the post.

### SKILLS AND EXPERIENCE REQUIRED:

## Experience

- Experience working in a visitor centre environment.
- Experience of working with the public, providing face-to-face interpretation and organising, running and leading events.
- Experience of working with volunteers.
- 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.

## Knowledge

- Knowledge of ospreys and osprey conservation.
- Proven interest and passion for the natural world and conservation.
- First Aid (training can be provided)

## Skills

- Good bird identification skills.
- A confident communicator to a wide range of audiences.
- Good IT skills.
- Excellent organisational skills.
- Full, current driving license.

## 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 work weekends and unsociable hours.
- Willingness to roll up your sleeves and join in with volunteers and staff in activities and events.
- Ability to work alongside a wide range of people.

## KEY TERMS AND CONDITIONS OF EMPLOYMENT

<b>Employer:</b>	Leicestershire and Rutland Wildlife Trust
<b>Place of work:</b>	Rutland Water Nature Reserve
<b>Salary:</b>	£22,444.43 Full-time per annum. 35 per week full-time (TOIL in place of overtime) including 2 weekends in every four and some Bank Holidays.
<b>Employment term:</b>	The post is offered on a fixed-term seasonal basis for a period of ca. 7.5 months (from mid-February 2025 to 30 <sup>th</sup> September 2025).
<b>Hours of work:</b>	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.
<b>Leave:</b>	25 days per annum pro rata
<b>Pension:</b>	The Trust operates an Auto-enrolment Pension Scheme after 3 months, and pays an employer contribution of up to 7% of gross salary contingent on a 50% matching contribution from the employee.
<b>Training:</b>	A training budget is allocated to this post and on-the-job training will also be given.
<b>Travel:</b>	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.
<b>Probation period:</b>	A probationary period of three 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.
<b>Equal opportunities:</b>	The Trust's Equality and Diversity Policy is available on request.
<b>Environmental policy:</b>	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.