



# JOB DESCRIPTION

**Job Title:** Park Assistant  
**Responsible to:** Visitor Experience Manager  
**Responsible for:**

**Closing Date:**

## 1. Principal Duties

This post is for an energetic and enthusiastic individual who is outgoing and comfortable working in a customer facing role. This will be a varied and dynamic role where the successful candidate will be welcoming visitors to the park, working with other departments to ensure all aspects of the park are visitor friendly.

The candidate must be well-organised with the ability to multi-task. They will be expected to operate at a variety of levels, whilst prioritising customer care and satisfaction. Good communication skills and effective team-work are essential as the candidate will be interacting with our visitors as well as many departments across the park. Candidates must be willing to work outdoors all year round, as part of the role will involve outdoor work across the park.

Duties will include:

- Welcoming visitors to the park
- Car park marshalling
- General housekeeping across the park

## 2. Skills, Knowledge & Experience

The successful applicant will have the confidence to carry out tasks independently, whilst also having the ability to work productively and successfully with a team.

No qualifications or experience necessary, training will be provided.

Demonstrate a genuine love of British wildlife and a belief in Wildwood's Mission.

## 3. Other Considerations

1. The post is advertised as zero-hour contract. It will require occasional weekend, bank holiday and evening working.
2. No person shall be treated less favourably than another on the grounds of sex, sexual orientation, marital status, race, ethnic or national origin, religion, colour, age or disability. As an equal opportunities employer, applicants for staff vacancies shall be short listed for interview and appointed purely on the grounds of their suitability for the post as laid out in the advertised job description.
3. Wildwood operates a no smoking policy in the park and in its offices.

#### 4. Employment Package

1. Core working hours are seasonal and variable between 9:00 and 17.00. This post is advertised as a zero-hour contract. The job will involve some evening and weekend working as part of your normal duties.
2. The holiday allowance is pro-rated on the basis of a full-time entitlement of 30 days paid holiday during each holiday year (including any bank holiday entitlements), calculated on a pro rata basis depending on the number of hours worked.
3. Appointments are subject to confirmation after a [three/six]-month probation period.
4. Wildwood offers access to a stake holder pension, details of which will be supplied on confirmation in post.

#### 5. Procedure for Applicants

##### Applications

Application is by C.V. and must contain the following information:

- \* Name, address, contact phone numbers
- \* Personal Statement
- \* Employment history
- \* Educational history

You should include a statement of the relevant skills and experience that you believe you will bring to the job, paying careful attention to the requirements of the job outlined above.

You should give two referees to whom we can turn for a confidential reference, one of whom should be your current or most recent employer. References will only be taken up for those candidates chosen for interview or, with regard to current employer, on offer of contract.

Applications will not normally be acknowledged. If you would like yours to be acknowledged, please enclose a stamped, self-addressed postcard.

Applications should be sent to Helen Sayers, Wildwood Trust, Herne Common, Herne Bay, Kent, CT6 7LQ. Or alternatively email [jobs@wildwoodtrust.org](mailto:jobs@wildwoodtrust.org)

##### Interview & Selection Procedure

Interviews and selection tests will be held at Wildwood offices at Wealden Forest Park, Herne Common by arrangement.