



Context Statement

Job title: Assistant Visitor Services Ranger

Directorate/Service/Team: Place

Organisation Structure:

Reporting to: Moors Valley Senior Visitor Services Ranger – Site Manager

Responsibility for: NA

Context of Work

This role is based at Moors Valley Country Park and Forest in the heart of the New Forest. At Moors Valley there is something for everyone, whether you want to enjoy a peaceful walk or cycle ride through the Forest, experience a ride on an authentic narrow-gauge steam railway or even travel through the treetops on a high wire forest adventure with Go Ape. Working at the park are a team of Rangers each with their own specialism, with the main focus of this post to provide visitor service and administrative support to a wide-ranging countryside service.

The post holder will assist in supporting the wider ranger service, including customers and concessionaires, specifically focusing on customer service and administration within the Visitor Centre. This post will be the main contact for all visitors to Moors Valleys Visitor Centre, welcoming and assisting them with their enquiries and ensuring they have the information and advice they need to enjoy their visit.

You will be the initial point of contact for front line customer service support alongside providing administrative support to the Visitor Service team at the park. These main duties would be completed alongside a variety of additional Ranger duties designed to support the effective running of a busy countryside tourist attraction. This role is hugely diverse; it means meeting lots of new people and learning all there is to know about the park and the work we do.

The successful candidate would be expected to complete a wide variety of Information Point administration, which includes managing high volume inbound calls, responding to emails and handling face to face enquiries, along with using a radio system to communicate with the wider Ranger team.

The ideal candidate will have; experience of working in a busy customer facing environment, excellent communication skills and a background within a wide variety of administrative duties. They will also have an organised nature, the ability to manage a varied workload and a strong attention to detail.





Proficiency in Microsoft Office (Word, Excel, Outlook) and confidence with digital systems and databases such as using an ANPR system would be ideal and to be able to prioritise tasks when working in a busy customer facing environment essential.

A proactive nature and a genuine passion for delivering great service mean that you would be joining a team of likeminded people that provide a supportive and friendly environment in which to work.

Specific task examples include -

- Undertaking daily cash ups
- Analysing data and records as required to ensure routine membership and/or financial information is available
- Being based on the main Information Point working individually or with a team to complete all Visitor Service daily duties
- The ability to complete invoice requests
- Regular monitoring of all leaflet / stationery supplies
- Taking a lead in organising the Visitor Services working area
- Answering a wide variety of customer queries (in person, by phone, email or post)

This post will include working a varied shift pattern involving weekends, evenings, and bank holidays, with the weekly hours' negotiable. The successful candidate will also need wear a uniform.

Travel Requirement

NA

Other information

A flexible approach will be required due to the varied nature of the role, with no two days at the park the same. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post, alongside excellent written English.

