



The Wildlife Trust for
**Lancashire
Manchester &
North Merseyside**



Recruitment Pack 2025

About Us

We're one of 47 Wildlife Trusts spread across the UK, the Isle of Man and Alderney.

The Wildlife Trust for Lancashire, Manchester and North Merseyside (LWT) was founded in 1962 by people who knew they needed to take action for nature.

Since then we have grown to be the largest nature conservation body in the area. We are uniquely positioned to lead change in our region, working at a grass roots, local level, whilst also being part of a strong cohesive national movement.

We work to protect wild spaces, and re-introduce key species and habitats, protecting the biodiversity of our area so that nature can recover.

We work in partnership with other organisations, community groups, landowners and key decision-makers to inspire them to work with and for nature.

At LWT we believe that:

- Wildlife has intrinsic value, bringing colour, beauty and wonder to all our lives.
- The natural environment is under immense and growing threat, where we live and across the World.
- We are part of the natural world, and wildlife is relevant to every part of our lives; everything we do has an impact on it, and the natural environment affects our health, our wealth and our state of mind.
- Everyone can make a positive contribution to wildlife and can benefit from it.

Our mission is to:

- Enable wildlife's recovery in our area by working in partnership with others to conserve, restore, create and connect habitats and to increase species abundance; and
- Connect people with nature and help them to take action for wildlife, wherever they are.

Our vision

is that nature is recovering on a grand scale across Lancashire, Manchester and North Merseyside, and in our sea, and that everyone is able to enjoy our increasingly abundant wildlife.

Strategic Goals & Ambition by 2030

1. Nature is in recovery with abundant, diverse wildlife and natural processes creating wilder land and seascapes where people and nature thrive

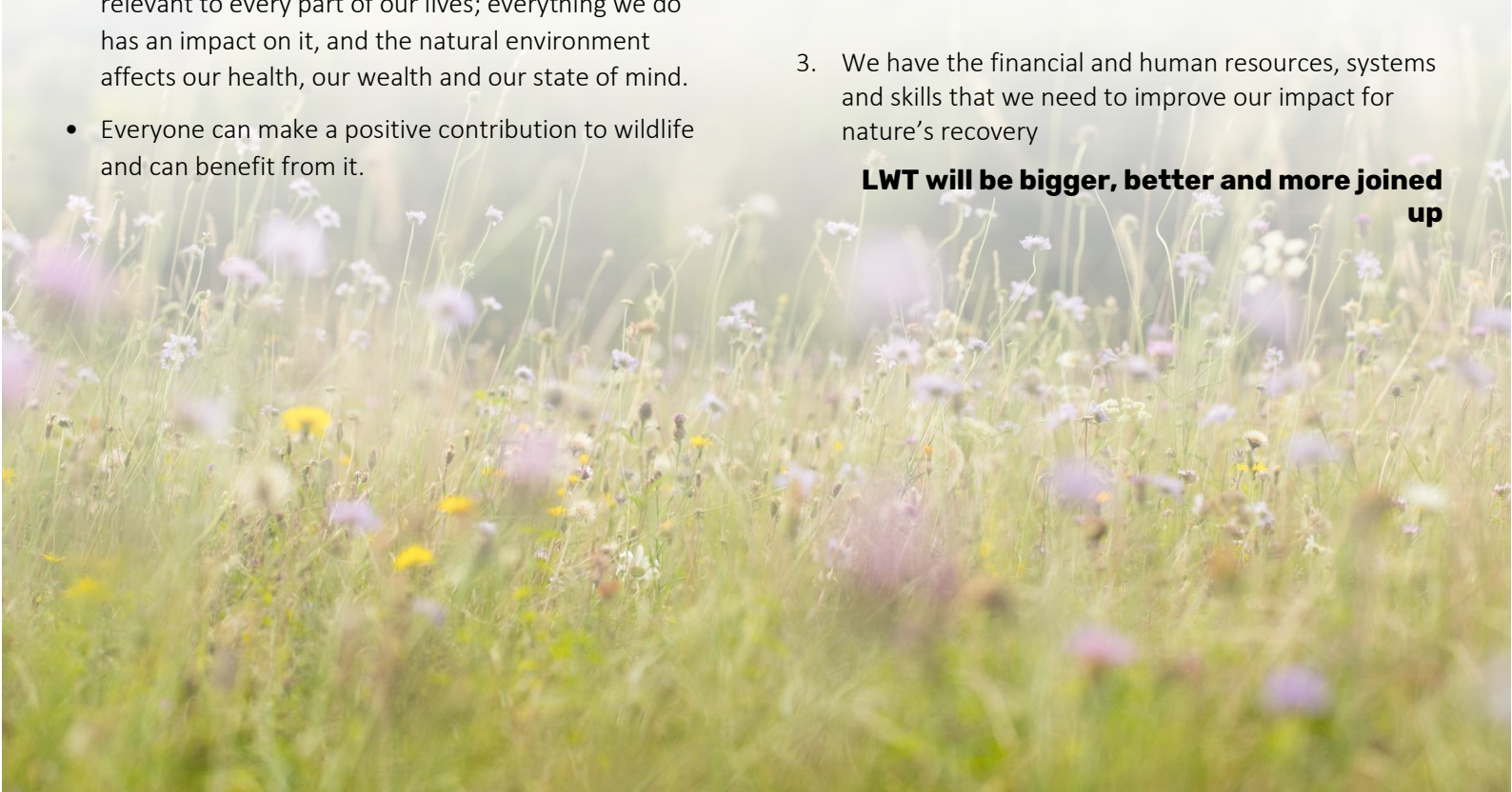
30% of land and sea is in recovery

2. People are better connected to nature in their lives and more are taking purposeful action for wildlife

1 in 4 people are taking action for nature

3. We have the financial and human resources, systems and skills that we need to improve our impact for nature's recovery

LWT will be bigger, better and more joined up

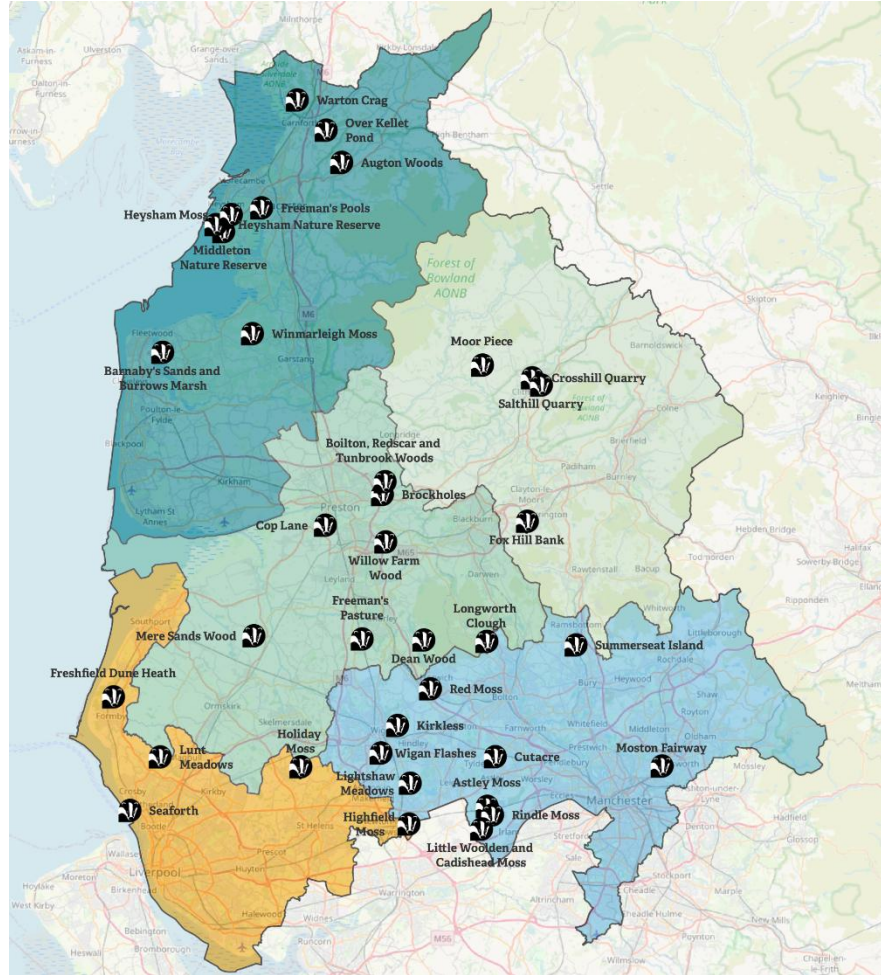


Our Reserves

We have saved many special places, acquiring and managing many of them as nature reserves—we look after 50 sites (including 42 of our own nature reserves), and a total of around 1,300 hectares of habitat, creating a network where people and wildlife can thrive, on your doorstep.

We believe that limited mobility shouldn't mean missing out on wildlife. Many of our reserves have accessible paths and boardwalks, disabled facilities and accessible bird hides, so you can fully immerse yourself in the great outdoors and discover the wonderful wildlife that lives on your doorstep.

We also have 6 offices based across Greater Manchester, North Merseyside, West Lancashire, East Lancashire and North Lancashire. Our Head Office is based on the outskirts of Preston.



Our Wildlife

- OUR DOORSTEP-



We are working across the region to make a difference to our local wildlife, for everyone to enjoy

Red squirrel by Mark Hamblin

Our Impact

Our education team and project officers engage **more than 20,000 children** in wildlife-related activities

On average **every 10 miles** you travel in the region means you will pass a Wildlife Trust project

More than **28,000 members** support the Wildlife Trust in the region and 800,000 across the UK

More than **5,000 people** a year take part in walks and other events on our reserves

We have over **1,200 dedicated volunteers** supporting us on a regular basis, with their time, skills and experience - adding to the 750,000 volunteering across the UK

Our reserves cover more than **1,300 hectares** across the region

We own or manage **42 nature reserves** in the region

Our Work

The Trust works across Lancashire, Manchester and North Merseyside to create a strong network where nature can thrive and people can benefit.

Our core conservation work includes land management, advocacy for the natural world with key decision-makers, species re-introduction, protecting threatened species, restoring threatened peatlands and collecting essential scientific data. We do this on land and at sea to secure a brighter future for both wildlife and wild places across our region.

Wildlife has a magical power to connect people from all walks of life and give local communities a sense of ownership. We are dedicated to opening up the natural world to absolutely everyone, improving peoples' health and wellbeing and helping locals forge new connections through a number of fantastic community projects. We work all over our area with schools, colleges and community groups, running inspiring sessions covering everything from Forest School and orienteering to Wild Family and Nature Tots sessions. We also work in schools, delivering environmental education and helping improve school grounds. Our education team are leaders within the Wildlife Trust movement.

We are also leaders in delivering natural wellbeing. We believe that wildlife and nature have the power to instil confidence, heal the mind and help people meet their potential, which is why we champion a number of ecotherapy-based projects for both children and adults and the positive impacts to date have been phenomenal.

Find out more at www.lancswt.org.uk/our-work/our-projects



Strategic Plan

We will continue to work across Lancashire, Manchester and North Merseyside to deliver positive benefits for both people and wildlife. Our plan builds on the Trusts past successes and recognises how we need to evolve to meet the challenges ahead and remain a relevant, effective organisation.

In all we do to achieve our strategic goals, we strive to:

Champion wildlife rich landscapes

We will use our 50 years of expertise to lead the way for nature conservation locally and work within The Wildlife Trusts movement to make a national impact. We will base our plans on sound knowledge and evidence.

Defend wildlife and wild places

We will stand up for the environment and protect wild spaces, enhancing them for both people and wildlife. We will encourage biodiversity, and work with land owners and other organisations in partnership, to create a network of habitats across our region where people and wildlife can thrive.

Inspire people to take action for their local wildlife

We will inspire people to enjoy and protect the wildlife and wild spaces on their doorstep. We will help people learn how to live more sustainably, and demonstrate the benefits of nature to their health and wellbeing. We will engage people of all ages, from all communities to take action for wildlife and we will foster the environmental leaders of the future.

Base our work on sound **evidence**

We will use evidence from sound science and research to further ecological understanding and demonstrate the needs, benefits and outcomes of nature conservation. We will use this evidence to focus our efforts on the areas most in need of protecting and champion those species that need a helping hand.

Our Future

- OUR WILDLIFE-

We can't make a difference if we do nothing. Now is the time to stand together for nature and take action for our local wildlife.



Our Culture

We are committed to protecting wildlife, restoring biodiversity and connecting people with the natural world in Lancashire, Manchester and North Merseyside. This commitment brings tenacity in dealing with challenges and huge personal satisfaction from successful projects.

We encourage a creative atmosphere where new ideas can flourish. People who thrive in our organisation enjoy a role where they take on a high level of personal responsibility for achieving outstanding results whilst building strong relationships both internally and externally.

We promote a culture where our staff, trustees and volunteers are Wild About Inclusion, where difference is celebrated, everyone can be themselves, feel respected and able to contribute to their full potential.

What does an LWT team member look like?

Integrity

- Acting in the best interest of the Trust and honouring our scientific foundations in all our activities. An honest and respectful approach to the core objectives of the charity, and the wishes of our members and funders.

Team Player

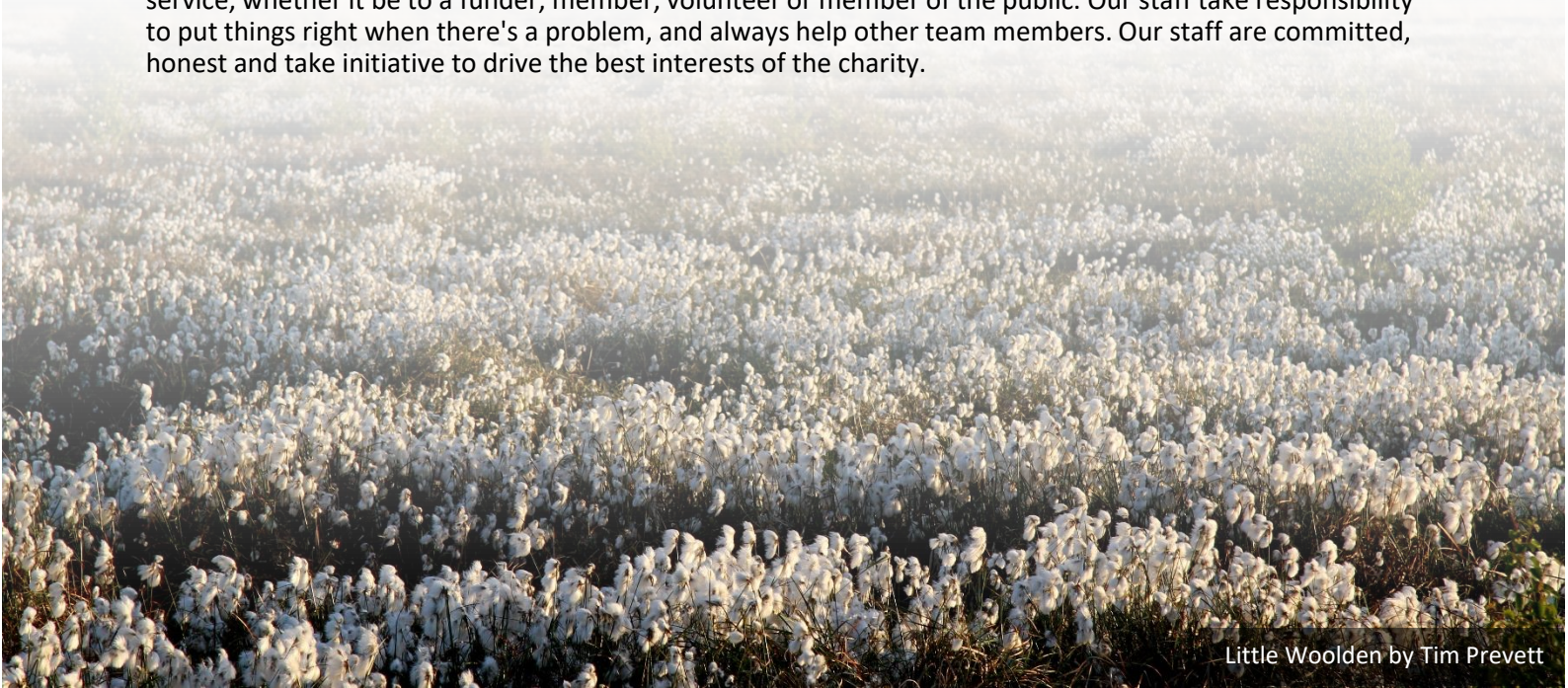
- A friendly, family atmosphere. Everyone is treated with the same level of respect and courtesy. The Chief Executive will often stop for a chat, and full staff meetings provide the chance to get to know others. We are one big team, and our staff are always ready to roll up their sleeves and help where it's most needed, regardless of their job role.

Passion

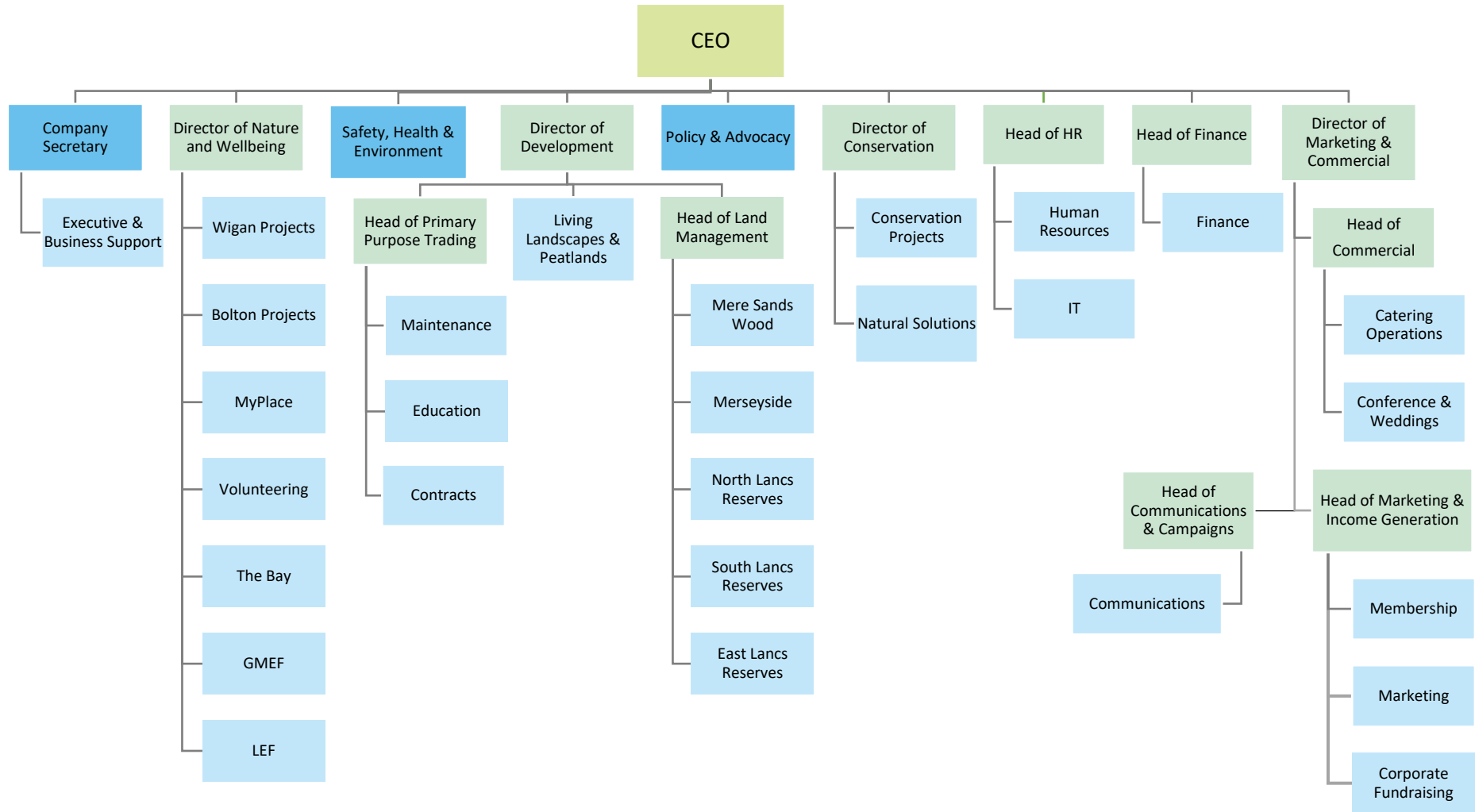
- Passion is at the very heart of every LWT team member. With a love of wildlife, a passion for helping make a difference, or a will to help and inspire others. From our staff to volunteers and our members, we have passion by the bucket load!

Personal Responsibility

- Our staff are flexible in the way they work and adaptable to change. They provide exceptional customer service, whether it be to a funder, member, volunteer or member of the public. Our staff take responsibility to put things right when there's a problem, and always help other team members. Our staff are committed, honest and take initiative to drive the best interests of the charity.



Lancashire Wildlife Trust Organisation Chart



Job Description

**Post Title:**

Visitor Centre Supervisor

Responsible to:

Visitor Centre Manager

Location:

Mere Sands Wood Visitor Centre,
Holmeswood Rd, Rufford,
Ormskirk L40 1TG

Hours of Work:

30 hours per week – You will be required to work regular early mornings, evenings, and weekends to meet the needs of the business.

The visitor centre is open 9am-5pm, but does open outside these times for special occasions or events where you would be expected to assist.

Salary:

£21,100.00 per annum

Duration of post:

Permanent

Other:

All candidates must have the Right to Work in the UK.

PURPOSE OF POST

The Visitor Centre Supervisor will provide an integral part of the overall visitor experience which reflects the core values of the Trust. With stretching targets and a requirement to deliver an efficient and profitable approach to all operations, this role will assist with the running of the visitor centre alongside a team of volunteers, with support from the manager.

Key areas will include:

- Assisting in creating a culture of exceptional customer service, providing a flawless visitor experience and delivering a Catering and Retail offer that exceeds visitor needs and keeps them returning throughout the year.
- Working alongside the manager, drive the commercial objectives of the Trust, with meticulous attention to detail in costing, operations, planning and cost control between catering, retail, and the visitor centre.
- Assisting to drive our conference and wedding events forward by providing high standards, with fantastic service and good quality food.
- Helping to prepare basic food ready for the day, making take away sandwiches before opening, and batch making basic soups once or twice a week, baking pasties and sausage rolls that have been pre-made – full training will be provided.

KEY ROLES AND RESPONSIBILITIES

- Lead from the front in delivering an exceptional experience in our shop and cafe, providing a flawless visitor experience that exceeds visitor needs and keeps them returning throughout the year.
- Create, nurture and develop excellent working relationships and assist in leading a volunteer led team covering retail and catering.
- Assist the Manager in delivering budgets and monitoring sales effectively by using our EPOS and Reporting systems
- Form part of the visitor centre management team at the Reserve, and assist them in managing all legal compliance with attention to detail and exceptionally high standards, in line with the Trusts Food Safety Manual and HR / H&S procedures and policies.
- Assist in driving our conference and events business forward by providing high standards and great service with fantastic service and good quality food.

The Visitor Centre Experience

- Ensure the visitor centre provides a warm welcome to our visitors, with a bank of knowledgeable volunteers and staff who will engage with customers to provide an excellent service, while also promoting membership and the wider work of the Trust.
- Communicate key information and visitor information to our customers, promoting the reserve and encouraging them to get out and engage with the local nature.
- Communicate the Trusts visions and aspirations to all visitors and ensure the team are knowledgeable about the sites history and development.
- Develop strong relationships with the reserve team and volunteers and ensure information flow to enable visitor facing volunteers to share news about the reserve, sightings and plans for the future.

Volunteer Management

- Assist in the ongoing development of a team of dedicated, skilled volunteers to staff our visitor centre shop and catering offerings.
- Along with the manager, engage with the local community and our visitors to create interest in volunteering whilst promoting a diverse team of volunteers with a mixture of skills from all walks of life.

The Catering Experience

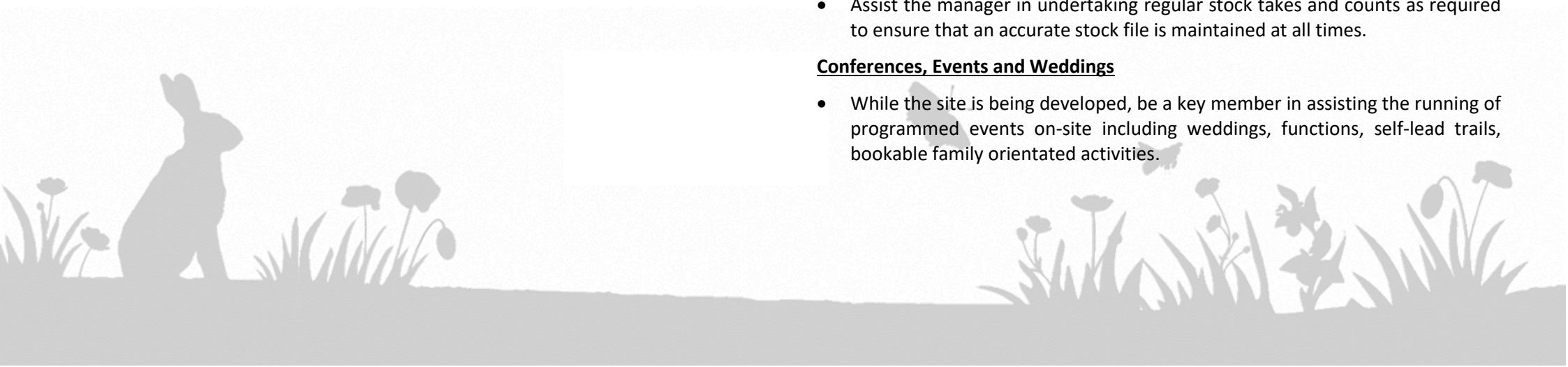
- Assist in delivering our catering vision and business plan and take action to ensure that sales and profit targets are achieved. Assist in developing new ideas with the team to deliver the highest standards of food quality and presentation.
- Support the creation of exciting seasonal menus and ensure that these are delivered to a consistently high standard and reflect the Wildlife Trust brand, taking into consideration the seasonal nature of the business.
- Lead a culture of excellent customer service within the team and strive to exceed visitor expectations at all times. Ensure consistent delivery of high quality food and service.
- Working with the Manager, suggest ways to increase sales, income and profitability in conferences, weddings and special events. Ensure consistent delivery of high quality service and food.
- Working with the Events & Communication Officer, identify opportunities to incorporate a catering offer into the events programme.

Retail Management

- Maintain close links between catering and retail, with products available throughout our visitor centre.
- Deliver effective visual merchandising and display stock to a high standard at all times by making effective use of point of sale materials and ensuring displays are fully stocked, in date, and correctly priced.
- Assist the manager in undertaking regular stock takes and counts as required to ensure that an accurate stock file is maintained at all times.

Conferences, Events and Weddings

- While the site is being developed, be a key member in assisting the running of programmed events on-site including weddings, functions, self-lead trails, bookable family orientated activities.



Budget Management and financial performance

- Assist the manager in monitoring and controlling resources, including stock and equipment, maximising profitability and minimising waste.
- Assist the manager in planning staff rotas and make sure payroll costs within budget.
- Complete weekly stock takes and maintain effective wastage procedures to ensure GP targets are met.
- Ensure the EPOS system is fully utilised and used correctly to track financial performance, monitor GP and inform production levels to minimise wastage.

Leadership and Management

- Work on the floor to motivate and support staff within the commercial / catering team to ensure effective teamwork and communication.
- Constantly strive and lead on commerciality on the floor to achieve business plan objectives by leading example, training, coaching, and giving regular feedback and reviews to the manager.
- Assist the manager in recruiting talented and enthusiastic people who fit well with the Wildlife Trust brand.
- Feed back to the manager on ideas from your team and customer feedback to continually improve the overall experience.
- Promote a positive and effective relationship with the wider Brockholes operations teams.

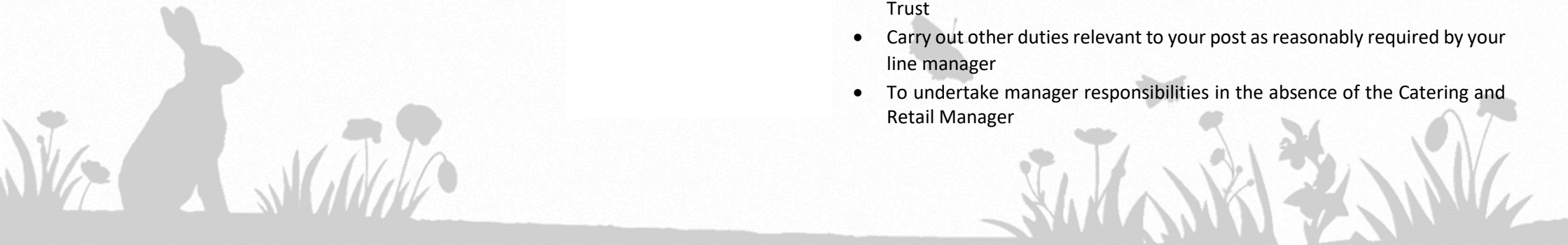
Legal and Compliance

- Assist the manager in Identifying and manage risks to the business within the catering operation and take actions to ensure that you and your team are safe, secure and compliant with all relevant legislation including cash handling and stock control.
- Ensure compliance with Food Hygiene standards and internal procedures to minimise risk to the public, staff and contractors.
- Meticulous attention to detail with relevant record-keeping and safe and healthy kitchen and front of house practices, following the Trusts food safety manual.
- Ensure all relevant legal requirements for food and drink are complied with to the highest standards, carrying out audits on a regular basis and facilitating audits from the Operations Manager.

The post holder will be required to hold all relevant food safety qualifications, a First Aid at Work certificate and a Personal Licence (authorisation to sell or supply alcohol under the Licensing Act 2003). Training will be provided if necessary.

The job holder is required to:

- Follow and comply with all policies and procedures of the Trust which includes the Trust's Health and Safety procedures in the workplace, ensuring personal safety and the safeguarding of the interests and safety of all staff, trainees, visitors, and others at the Trust.
- Work as part of a team alongside staff & volunteers as required
- Uphold the working values and expectations of the Lancashire Wildlife Trust
- Carry out other duties relevant to your post as reasonably required by your line manager
- To undertake manager responsibilities in the absence of the Catering and Retail Manager



Person Specification

EXPERIENCE

Essential

- Experience of catering best practice including the production and service of good quality food and drink.
- Proven track record of leading a culture of exceptional customer service in a restaurant environment or similar.
- Understanding of budgets including control of costs including labour, stock, and waste management.
- Experience providing kitchen cover.
- Experience of supervising conferences and weddings.

Desirable

- Experience at Team Leader/ Supervisor Level

KNOWLEDGE

Essential

- Knowledge of all Food hygiene and Health and Safety compliance requirements.
- Good working knowledge of Microsoft and Microsoft office suite – particularly Excel.

Desirable

- Personal licence holder.
- Level 2 food hygiene certificate.

SKILLS

Essential

- Leadership skills, including coaching, team development, motivation, and communication.
- Strong people skills and able to communicate effectively with a wide range of audiences.
- Numerate and able to produce accurate reports.
- Excellent standards of customer service and presentation.
- Strong organisation and planning skills.
- IT skills, previous experience with catering management systems

PERSONAL QUALITIES

Essential

- Passionate about delivering excellent food and service.
- Highly driven and determined to achieve and exceed targets.
- People oriented with a 'can do' attitude.
- Ability to work effectively under pressure.
- Excellent people skills enabling strong relationships externally and internally, to be built and maintained.
- Commitment and enthusiasm to the Trust and its work.
- Commitment to the Trusts policy on Equality, Diversity and Inclusion.

General Terms & Conditions

Holidays: 28 days per annum (increasing with length of service), plus bank holidays, pro rata for part-time employees.

Pension: The Trust contributes to the NEST Pension Scheme. Full details will be provided.

Hours of Work: Part time 30 hours per week including some evening and weekend working.

Duration of post: This post is offered on a permanent basis. All new employees undertake a probationary period of 6 months; in which time they are expected to demonstrate their suitability for the post.

Closing Date: **Wednesday 5th February 2025**

Interviews: **Applicants will be invited to interview as applications are received, so early applications are encouraged.**

We reserve the right to close this recruitment if it is deemed that we have received a suitable number of applications. On this basis we would advise that applications are submitted as soon as possible.

To apply for this position, you are required to send an up to date CV to: applications@lancswt.org.uk

Thank you for your interest in working for the Wildlife Trust for Lancashire, Manchester and North Merseyside. We look forward to receiving your application.

TERMS OF REFERENCE

As an inclusive employer, The Wildlife Trusts value diversity and we're committed to creating an inclusive culture where everyone is able to be themselves and to reach their full potential.

We actively encourage applications from people of all backgrounds and cultures. We believe that a diverse workforce will help us create our vision of people close to nature, with land and seas rich in wildlife.

To understand how we are performing, we ask that you kindly complete a Diversity Monitoring Form in addition to your application.

Please be assured that your responses are kept confidential, separate from your candidate record, are not part of any application you make, and that the recruiting staff never see individual responses to the questionnaire.

Criteria Common to All Job Descriptions:

A Job Description sets out the purpose of the job, where it fits into the Trust's structure, the context within which the job holder functions and the principal accountabilities of job holders, or the main tasks they have to carry out. It is not a definitive work plan. This document is intended to provide guidance on the scope and function of the job.

Equal Opportunities Statement:

All employees are required to adhere to and promote the principles and operation of the Trust's policies on equalities, to ensure that services provided are relevant to ethnically diverse communities and other disadvantaged groups in the area.

Safety, Health and Environment Statement:

All employees are required to ensure that all duties and responsibilities are discharged in accordance with the Trust's Safety, Health and Environment (SHE) at Work Policy and associated SHE policies and guidelines. They should take reasonable care for their own Health and Safety and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the Trust including personal protective equipment in accordance with training or insurance. All members of Trust staff are responsible for informing their line managers of any potential gaps in the current Trust Policy. All employees are responsible for ensuring that the SHE Policy is up to date and continuously reviewed and evaluated.

Performance Review:

All employees will participate in the Trust's Performance Review process. The process aims to ensure that performance standards/targets are jointly agreed between employees and line managers and are achieved within agreed time scales. Failure to maintain an appropriate standard indicated by management can result in Capability proceedings being taken.

Commensurate Statement:

At times, the Post holder will be required to undertake other duties and responsibilities of a similar level and nature in order to support workload peaks and resources and skill shortages, ensuring priorities are met. This will be sensitive to available resources and individual skills and will generally be within the same area.

Adherence to Staff Handbook, Policies and Procedures:

The Trust is a large, diverse charitable organisation and as such needs to ensure that all employees are aware of their obligations to and from the organisation. These are clearly defined in the Staff Intranet and in the policies and procedures adopted by Council as part of the Trust's governance. All Employees have an obligation to read and understand these policies, especially those that are pertinent to this role.