



JOB DESCRIPTION

Job Title: Seasonal Visitor Experience Assistant

Post Reference No: VS01

Grade/Salary: £12.36 per hour

Hours: 40 hours/5 days per week. Early and late shifts are required, as well as weekends and bank holidays.

Status: Temporary contract beginning July 2025 and ending September 2025.

About The Lulworth Estate

Located along the breath-taking Dorset coastline, the Lulworth Estate is a world-renowned tourism destination and home to the iconic landmarks of Durdle Door and Lulworth Cove. We pride ourselves on offering an exceptional visitor experience whilst preserving the natural beauty and sustainability of our landscapes and estate.

The Opportunity

We are seeking proactive, friendly and energetic Seasonal Visitor Experience Assistants to join our dynamic team during the busy spring and summer months. This role is ideal for individuals who enjoy working in an outdoor, visitor-facing environment and are eager to make a real difference by helping visitors enjoy everything Lulworth has to offer whilst caring for the estate's exceptional landscapes. You will play a key role in ensuring the smooth running of daily operations across our key coastal sites, focussing on visitor engagement, site presentation, safety, litter management, car parking, amenity maintenance and the upkeep of coastal access areas and conservation tasks.

This is a physical outdoor job, operating in all weathers and successful applicants should have total reliability, excellent communication skills, be level-headed in various situations, have a love for the natural environment, a good level of physical fitness and ideally, a good knowledge of the local area.

In return we can offer you a competitive salary and benefits package, a dynamic, team-oriented working environment in a beautiful setting and opportunities to learn new skills, especially in conservation, customer service and visitor engagement.

What you'll be doing

As a key part of our team, you'll be the friendly face that represents and welcomes visitors to Lulworth and ensure that their day runs smoothly. Your role will include a mix of engaging with visitors, ensuring safety and maintaining the beauty of our coast and access areas.

- **Visitor Engagement & Welcome:**

- Greet and assist visitors, providing friendly and knowledgeable information about the wider estate, including history, facilities, safety rules, and conservation efforts.
- Assist visitors with general enquiries and offer advice about walks, wildlife, other attractions/services, local amenities and things to do in the area.
- Ensure that visitors have a memorable and positive experience through exceptional customer service and personal interaction.

- **Car Parking & Traffic Management:**

- Assist with directing vehicles to available parking spaces, ensuring smooth traffic flow and maximising parking efficiency, especially during peak times.
- Provide visitors with clear information regarding parking, access routes, and transport options.
- Assist with parking payment queries.

- **Litter Management & Environmental Care:**

- Patrol visitor areas to ensure cleanliness and manage litter, including emptying bins, picking up litter, and maintaining the natural beauty of the estate.
- Encourage visitors to dispose of waste responsibly and educate them on the estate's sustainability and environmental policies.
- Ensure that recycling and waste disposal stations are regularly checked, cleaned, and stocked.

- **Site Safety & Visitor Management:**

- Ensure the safety and well-being of visitors by monitoring high-risk areas (such as cliffs, beaches, and steep paths) and responding to safety concerns.
- Assist with crowd control and site safety procedures, particularly in busy areas like Durdle Door and Lulworth Cove, ensuring that all safety guidelines are followed.
- Support emergency response in case of accidents or emergencies.

- **Amenity Maintenance:**

- Monitor and maintain public amenities such as toilets, benches, signage, and visitor facilities, ensuring they are clean, stocked, and in good condition.
- Perform minor repairs as required (e.g., fixing broken signage or clearing blocked paths).
- Report any larger maintenance issues or safety hazards for timely resolution.

- **Coastal Access & Path Maintenance:**

- Conduct regular inspections and maintenance of coastal access points, including steps, paths, and gates, ensuring they are safe and accessible for visitors.
- Repair or report any damage to signage, fencing, steps, and pathways, including ensuring all signs are visible, informative, and accurate.
- Monitor and maintain the condition of conservation and coastal fencing, ensuring they are secure, intact and well presented.
- Support the upkeep of waymarkers and directional signs to enhance visitor navigation along the coastal paths and estate grounds.
- Assist with minor repairs and maintenance tasks on steps, walkways, and other visitor access routes, ensuring safe passage for all visitors, particularly during peak periods.

This range of tasks should not be construed as definitive or exhaustive. Other duties may be required within the general scope of the post.

Person Specification:

	Essential	Desirable
<u>Qualifications</u>	<ul style="list-style-type: none"> Due to the remote location of the Estate, a full UK driving licence plus own transport is needed, or the ability to reliably commute. 	<ul style="list-style-type: none"> First Aid certification or experience dealing with first-aid situations. Sit-in ATV ticket. Manual Handling qualification / training
<u>Experience and Knowledge</u>	<ul style="list-style-type: none"> A passion for providing excellent customer service and ensuring an outstanding visitor experience. A good understanding of site safety protocols, with the ability to follow and enforce safety measures. 	<ul style="list-style-type: none"> Previous experience in customer-facing roles. Knowledge of the local area and environment including Lulworth and the wider Dorset surrounds. A passion for the environment and experience of engaging people with nature.
<u>Skills and Abilities</u>	<ul style="list-style-type: none"> Strong verbal communication skills with the ability to engage visitors in a friendly, approachable manner. Able to work independently and as part of a team contributing to a collaborative, positive working environment. Good physical stamina and strength due to the role involving a variety of outdoor tasks. Ability to think on your feet and handle unexpected situations with a calm and proactive approach Ability to handle basic maintenance tasks and work outdoors in varying weather conditions. 	
<u>Personal Qualities</u>	<ul style="list-style-type: none"> Flexible and adaptable with willingness to perform a variety of tasks and adapt to changing conditions or priorities. A responsible attitude to health and safety. A proactive and flexible attitude. 	

Competencies and Duties Required of All Staff:

- To take proactive responsibility for Health & Safety at all times, reporting accidents, incidents and near misses which may affect staff, customers and visitors.
- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, 'can-do' attitude and high standard of professionalism.
- Keen to embrace and deliver change.
- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve.
- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Active commitment to equal opportunities.

Terms and Conditions:

- This is a temporary appointment, ending September 2025.
- The Contract of Employment will be based on the provisions of the Weld 1994 Settlement.
- The salary for this post will be £12.36 per hour for those aged 18+.
- The annual leave entitlement will accumulate on a monthly basis pro rated to the hours you work each month based on 28 days (5.6 weeks) entitlement inclusive of public and Bank Holidays, to be taken during the period 1 January to 31 December inclusive of bank holidays or Christmas closure days.
- The appointment is subject to the satisfactory completion of a 3 month Probationary Period with a review after 1, 2 and 3 weeks.
- The notice period will be dependent on contract type.
- Membership of the Peoples Pension Scheme is available.
- The appointment is subject to the Estate receiving satisfactory references.
- *The successful candidate is required to advise whether they are aware of any health condition or disability which might impair their ability to effectively undertake the duties of the position as outlined above. This disclosure may result in a referral to the Occupational Health Advisor for a medical clearance prior to commencing employment.*

Applications

Applicants for this position must send their completed application form to recruitment@lulworth.com .

We are not accepting CVs at this stage from Recruitment Agencies.

The Closing Date for Applications: TBC.

Proposed Interview Date: TBC.

We reserve the right to close this position before the published closing date, should the need occur. We therefore advise that you complete and submit your application as soon as possible.

Please add recruitment@lulworth.com to your list of safe senders to ensure that any correspondence from us

does not go directly into your spam folder.

You will be asked to provide evidence of all the qualifications listed on your application form at interview.

Please ensure you read our GDPR Candidate Privacy Notice to understand how your data is processed. This can be found on the Lulworth website under the recruitment page or you can request a copy by emailing recruitment@lulworth.com.

Following receipt of completed application forms, if you have not heard from us within 2 weeks of the closing date regrettably you will not have been short listed on this occasion. All short listed applicants will be contacted within 2 weeks of the closing date or no later than 3 days prior to the interview date (where an interview date is specified).

Statement by appointed person:

(Section to be completed following offer of post to successful candidate)

I am pleased to confirm my agreement to the terms, conditions and duties stated within this job description and agree to undertake the role of Seasonal Visitor Services Assistant at the Lulworth Estate.

Signed:

Print Name (Block capitals):

Date: