**A black and white image of a badger

Description automatically generatedWildlife Trust of South & West Wales**

**Job Description**

**Title**: Outreach and Engagement Officer (Welsh speaking role)

**Contract**: Full-time (35 hours per week) flexible days to include a regular weekend day

**Team**: Welsh Wildlife Centre

**Responsible** **to:** Visitor Centre Manager

**Responsible for:** Volunteers

**Location**: The Welsh Wildlife Centre, Cilgerran

**Salary**: £26,500

**Context**

The Welsh Wildlife Centre (WWC) at Teifi Marshes is an iconic, award-winning building that has been welcoming visitors to the Teifi Marshes nature reserve to learn about and enjoy the wildlife of the area since 1994. It is located on the border of Pembrokeshire and Ceredigion by the banks of the River Teifi. The combination of iconic building and stunning nature reserves makes The Welsh Wildlife Centre a major visitor attraction in the area for tourists and the local community. The centre and nature reserve are managed by a small team of staff, supported by volunteers. It is open five days a week, from Wednesday to Sunday, and Bank Holidays.

The WWC has a dual role; generating funds to contribute towards the costs of managing the nature reserve, and helping the visitors understand, care about and engage with the wildlife there and at home. Overall, our vision is that the Welsh Wildlife Centre becomes the leading Wildlife Trust Visitor Centre in the UK for inclusive practice. We want to offer a truly all-inclusive environment where everyone feel welcomed and engaged. Over 2024 we carried out an audience engagement exercise and this role will build on that work and deliver the outputs.

**Purpose**

We want to appoint an Outreach and Engagement Officer to engage with a wider range of diverse audiences than ever before, developing partnerships, building trust, and co-creating a programme of innovative events and activities that utilise external activity providers as well as in-house skills. Your role involves understanding the types of events and activities that will appeal to our audience, showing creativity and flair in delivery and planning the logistics to deliver the programme that covers some week-days, weekends and bank holidays and offers a variety of activities, focused on wildlife, arts and wellbeing. Welsh speakers are one of our three, priority target audiences and therefore you will need to be able to converse competently in Welsh for this role.

**Main Responsibilities**

* Understand the Audience Engagement Reports and build on the Activity plan to deliver agreed outcomes including the setting up and management of Advisory Groups comprising our three priority target audiences; LGBTQ, Welsh speakers, those living with disabilities and their carers.
* Build strong and enduring connections and partnerships with new audiences and community groups, including those involved in the Audience Consultation
* Build creative connections and establish partnerships with local activity providers
* Work with new audiences to co-design and co-create a regular, inclusive activity and events programme including exhibitions, and manage the budget and logistics including liaising with the WWC team and Comms and Marketing staff.
* Work with the advisory groups, visitor centre staff, reserves staff and comms/ marketing staff to implement the interpretation plan, working to best practice inclusive communication principles. This will include social media posts in English and Welsh
* Develop key partnerships to ensure the long term sustainability of the community engagement and develop trust in the community for WTSWW and WWC
* As part of the WWC team, to act as Duty Manager on rota.
* To participate in training organised by the WTSWW and to champion EDI at the WWC
* Collect feedback on the events and activities, ensuring continuous improvements and monitoring the impact and work in tandem with the external evaluators on the project

**Other duties:**

* Prepare and monitor income and expenditure budgets for your area of work.
* Ensure that all activities are carried out in a safe manner in line with our Health & Safety Policy and participate in the Health and Safety Working Group.
* Ensure maintenance of records of all engagement activities are in line with GDPR.
* Promote membership and actively engage with potential and current supporters.
* Undertake other related work commensurate to this position as directed.
* Be an ambassador for the Trust, upholding the Trust’s reputation and as a result of the programming apply for awards for inclusive practice for the organisation.

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| Person Specification |  |  |
|  | Essential | Desirable |
| Experience |  |  |
| Event and activity co-creation and delivery | ✓ |  |
| Building partnerships with diverse communities/ audiences | ✓ |  |
| Managing budgets related to events and activities |  | ✓ |
| Working in a similar environment eg in a visitor centre/ charity setting |  | ✓ |
| Experience of working with and supporting volunteers |  | ✓ |
| Skills and knowledge |  |  |
| Creative thinking to develop programmes that deliver against targets | ✓ |  |
| Time management skills/ ability to prioritise and work to deadlines | ✓ |  |
| Understanding of Equality, Diversity and Inclusivity | ✓ |  |
| IT literate, particularly MS Word, Excel, Outlook and social media | ✓ |  |
| Effective communicator | ✓ |  |
| A full, clean driving licence |  | ✓ |
| Welsh speaker | ✓ |  |
| Understanding of British Sign Language and/or other languages |  | ✓ |
| Personal |  |  |
| Enthusiastic about the mission of The Wildlife Trusts | ✓ |  |
| Enjoy working with people/ approachable and friendly manner | ✓ |  |

General Terms and Conditions

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| **Salary:** | £26,500 pa. This is fixed-term post for three years |
| **Pension:** | The Trust operates an auto-enrolment compliant pension scheme with a 6% employer contribution. Details are set out in the staff handbook. |
| **Hours of Work:** | Full-time 35 hours per week, Flexible days to include a regular weekend day/s for delivery of events. The centre is closed Mondays and Tuesdays but you can use one or both of these days for outreach and prep work |
| **Duration of post:** | This post is subject to a 3-month probationary period in order to assess suitability for the role. |
| **Holidays:** | 25 days plus approx. 5 specified days (before and over New Year when the offices shut down for a rest period). TOIL will be given for any bank holidays worked |
| **Place of work:** | The Welsh Wildlife Centre, Cilgerran, Cardigan, SA43 2TB |

The Wildlife Trust of South and West Wales is committed to equal opportunities and maintaining a safe and secure environment for all children and young people. Therefore, the successful applicant for this position will be subject to pre-employment checks including a Disclosure and Barring Service check. Please note, it is an offence to apply for this position if barred from engaging in regulated activity relevant to children.

**For enquiries about this post, please email** [**info@welshwildlife.org**](mailto:info@welshwildlife.org) **with the job title in the subject line.**