

Job Description

Job title: Lockley Lodge Assistant Manager

Contract: Annualised-permanent, 1500 hours per annum to be worked between mid-March and mid-September, with the remainder of the year free.

Working base: Lockley Lodge, Martin's Haven, SA62 3BJ

Team: Lockley Lodge/Islands DWT

Responsible to: Lockley Lodge Manager

Responsible for: Lockley Lodge Assistants, Skomer Ticketing Assistants

Salary: £22,000-24,000

Remuneration: The agreed salary is paid in 12 equal monthly instalments irrespective of the sailing season.

Background

The Wildlife Trust of South & West Wales is a charity dedicated to protecting the region's most precious wild places for people and wildlife. We work on our reserves and beyond to rebuild biodiversity across the region, bringing species back from brink and recovering lost habitats. We work to empower individuals, businesses and communities to take action for the natural world. We campaign for better protection of our environment both locally and nationally. We have over 9000 members, 500 volunteers and manage over 2000 hectares of land on over 100 reserves, including Skomer and Skokholm Island.

We are one of 46 Wildlife Trusts spanning the UK. Each Wildlife Trust is an independent charity. This means we can respond to local needs and opportunities quickly but can also rely on the Wildlife Trust movement when strength in numbers is needed.

We have a small Lockley Lodge team. We work closely with the Island teams and the Islands booking team to achieve our mission of rebuilding biodiversity and connecting people with nature in line with our strategy:

Action for Nature: **30% of land and sea managed for nature by 2030**

Action with people: **One in four people taking action for nature by 2030**

Action on Climate: **Net Zero by 2030**

Read more here: [Our Wilder Strategy | The Wildlife Trust of South and West Wales](#)

Overall purpose of job

- To **manage the daily operations** of Lockley Lodge
- To **manage safe and secure transit of passengers to Skomer Island** in conjunction with **biosecurity measures**
- To **maximise income** through **retail sales**
- To maximise income through effective **management of FareHarbor online booking system**

The Assistant Manager sits within a close-knit team at Lockley Lodge; working with the Skomer Island Warden, the island team, Dale Sailing boat crew and the National Trust car parking staff. Key holder for Lockley Lodge, with responsibility for opening and closing each day and reacting to out of hours call outs as required. Organising and coordination of daily check-in, enforcing biosecurity measures for island landers and management of cruise bookings. The role also has a significant retail focus. Responsible for compliance of H&S policy and legislation at Lockley Lodge applying to staff, visitors and contractors. Ensuring that annual building maintenance tasks are kept up to date and a high standard of housekeeping is kept.

Main responsibilities

Sailings

- To work in conjunction with the Skomer Island team and the Dale Sailing team. Monitoring weather forecasts, planning and agreeing boat schedules and communicating sailings to the public via social media.
- Managing effective customer flow to vessels via VHF radio through liaison with the Dale Sailing crew.
- Ensuring biosecurity measures are adhered to and advising visitors of these where required. Ensuring integrity of luggage and refusal of prohibited items, for example drones and dogs.
- Effective monitoring and use of FareHarbor online booking system to maximise sales and income. Managing visitor disappointment and maximising revenue by rebooking cancelled and surplus visitors to alternative crossings and cruises.
- Liaising with Dale Sailing to ensure that an appropriate number of vessels are available to meet the demand.
- Monitoring and advising passengers with regards to safety and fitness for travel.

Sales and Customer Focus

- To recruit, appoint, develop and retain a staff team to deliver safe crossings,
- a fantastic visitor experience and to maximise retail income.
- To set rotas to ensure effective till cover, security and sales cover.
- To maintain good levels of stock availability without compromising security.
- To develop relationships with both local and national suppliers.
- Having a good understanding of national competition. Pre-ordering of stock early to ensure availability of stock for the following trading year.
- Negotiating best cost prices for stock.
- Maintaining accurate records of stock and sales. Good purchase order and invoice integrity and timely, regular communication with both the Finance team and the Lockley Lodge Manager.
- Managing telephone sales for goods and processing private landers landing fee transactions. Packing and posting of telesales items.
- Process banking of cash in line with Trust procedures.
- Actively encourage visitors to support the work of the Trust by becoming members.
- To undertake other duties appropriate to the post that may be requested from time to time by the Lockley Lodge Manager.

Facilities

- To manage the day-to-day cleaning and maintenance of Lockley Lodge.
- To ensure smooth running of tills, ancillaries including card machines, IT, telephones and security cameras.
- To conduct relevant safety checks and adhere to Trust health and safety policies.
- To report any maintenance issues in a timely manner.
- Ensure the interactive cameras are maintained annually and operational on a daily basis.
- To offer excellent customer service and visitor experience through provision of high-quality stock, stock availability and information about the wider work of the Wildlife Trust, maximising every opportunity to promote the Trust.

Job Specification

Management and supervision

Supporting the Lockley Lodge Manager with the management of Lockley Lodge team.

Accountability and resources

Responsible for the safe passage of visitors to Skomer Island. Ensuring that shop sales are maximised.

Job impact

As this post deals with the Trust's highest profile nature reserve the work undertaken has an impact on the Trust's reputation. Lockley Lodge benefits from a significant footfall in a relatively short period of time and an opportunity exists to present the Trust in a positive light and to generate valuable income for the Trust. A mistake with procedures may have a serious impact for an individual and incur a loss of reputation and possible financial losses.

Independence and judgement

Independence is required with decision making for those elements included in the job description. Judgement is required for successful ordering, stockholding and merchandising of goods for sale. Good judgement is required when contributing to decisions affecting the safe travel of visitors to the island. The postholder is often exposed to unexpected situations, where quick thinking and good judgement is required.

People and contacts

There will be daily face to face and telephone contact with the Skomer Island team, the boat crew/s and Dale Sailing office staff. Weekly contact with suppliers and occasional contact with building maintenance contractors. There will be contact with the public via face to face and telephone and social media, who require information on a wide range of topics.

Creativity and innovation

There are many routine and regular tasks within the role, however there is a requirement to be enterprising and imaginative and to create a memorable visitor experience whilst maximising all commercial opportunities.

Working conditions

The post is normally based at Lockley Lodge although some duties may occasionally require the post holder to work away from the work base. Skomer island is open from Good Friday or 1 April until the end of September, with Lockley Lodge opening from Good Friday or 1 April to the middle of September. Lockley Lodge is open from Tuesday to Sunday inclusive with occasional Bank Holiday working. Additional pre-season work is required, a small amount during March.

The work rota will include weekends and some bank holidays. Hours vary according to the time of year with peak hours in the region of 65 per week during April to July. The opportunity to have significant periods of time away from work exists within the close season. Annual leave is not authorised between April and the end of July. The contract is annualised at around 1500 hours per annum.

Person Specification

This section details the experience, competence, knowledge, skills and personal qualities required for the post.

Experience

- Experience of managing and leading a team in a tourism or retail environment.
- Proven track record in delivering growth for a retail outlet.
- Established people management capability.

Competence, knowledge and skills

- The post holder should either have appropriate relevant experience to cover the requirements of the post.
- Health and safety responsibilities.
- Commercially astute.
- Excellent communication skills, both verbal and written, including report writing and email.
- Commitment to quality standards and excellent customer service.
- An eye for creating inspiring and informative displays.
- Co-ordination and control of maintenance schedules
- A current driving licence is essential.
- The ability to speak Welsh is desirable.

Personal qualities

- A flexible approach to work.
- Keep calm under pressure.
- Ability to delegate when appropriate
- Able to work on own initiative
- Problem solving skills.
- A positive, friendly personality.

Further details

Holidays: 25 days plus some bank holidays plus additional discretionary holiday over Christmas/New year awarded by Trustees (usually between 3 and 5 days).

Pension: The Trust operates an auto-enrolment compliant pension scheme with a 6% employer contribution. Details are set out in the staff handbook.

Travelling expenses: 40p per mile. Shared pool cars available if booked in advance.

Key dates

Please complete our [online application form](#) or send your completed application form (available to download on our website) to info@welshwildlife.org with the job title as the subject line. Please be aware we may not accept applications if we have reason to believe they have been wholly produced using generative AI tools.

Application closing date: Monday **23rd February 2026** at **5pm**

Interview date: Friday **27th February 2026** (location TBC)

Start date: Wednesday **18th March 2026**

If you haven't received any communication from us after **Wednesday 25th February 2026** your application has been unsuccessful on this occasion.

Equal opportunities

We are committed to equality, diversity and inclusivity. We are particularly keen to increase the diversity of our staff, volunteers and supporters. We welcome applications from people from groups which are underrepresented in the conservation sector, particularly people from minority ethnic groups, people with disabilities and people from low-socioeconomic backgrounds. Even if you do not feel you meet all the criteria, please do submit an application. We can provide training and support to the right candidate.

As a Disability Confident Committed employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.