

JOB DESCRIPTION

Post title: Information Adviser
Directorate: Communications and Engagement
Grade: 2



Main Purposes of the Post:

To assist in the day to day, efficient and effective operation of the National Park Visitor Centres at Postbridge and Haytor and provide support to wider public engagement though supporting the deployment of the outreach vehicle and other events when needed.

To promote opportunities for the understanding and enjoyment of the special qualities of the National Park and help to promote the work of the Authority.

To assist the public, including local residents and visitors to enjoy the area through providing an advice and engagement service tailored to the requirement of the visitor centre or event attended.

Duties and Responsibilities:

1. Ensure the provision of a warm welcome and advice service directly through Visitor Centres and by supporting the outreach programme to meet and interact with a wide range of audiences, in line with engagement objectives.
2. Provide information to the public that supports National Park purposes, promotes greater understanding of the special qualities of the National Park and engages with new audiences.
3. Assist with the generation of revenue to support the work of the National Park Authority, including promoting the understanding and enjoyment of the area's special qualities, through selling a range of publications and items.
4. Ensure that financial systems and records are correctly maintained in accordance with DNPA procedures and instructions, including collecting and accounting income from sales, donations, telephones, car parking and other sources as appropriate.
5. Maintain appropriate records, statistics and reports.
6. Take all reasonably practicable steps to ensure the safety of colleagues and the public and the security of the Visitor Centre.
7. Monitor and ensure the safe operation of all equipment and displays and report as appropriate.
8. Assist with emergency and incident procedures and implement these where required.

9. Implement and adhere to Dartmoor National Park Authority's Visitor Centres Operations Manual.
10. Provide information on the role and work of the National Park Authority and help demonstrate how the Authority is striving to make its operations more sustainable.
11. Support delivery of the Dartmoor Partnership Plan (National Park Management Plan) goals, corporate priorities and Business Plan objectives.
12. To work safely, ensuring all safety procedures and other controls identified by risk assessment are complied with and incidents reported promptly and appropriately.

This job description outlines the current duties required for this post to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.

February 2023

