

<b>Job Title:</b>	Customer Services Officer	<b>Job Category:</b>	Admin
<b>Department/Group:</b>	Sculthorpe	<b>Job Code/ Req#:</b>	SMNR11-2026
<b>Location:</b>	Sculthorpe Moor NatureReserve	<b>Travel Required:</b>	No
<b>Level/Salary Range:</b>	£12.71 per hour	<b>Position Type:</b>	Part-time (9.15 am-4.15pm) Friday to Sunday every third week plus holiday and sickness cover for other staff
<b>HR Contact:</b>	HR Contact	<b>Date Posted:</b>	March 2026
<b>Responsible to:</b>	Visitor Centre Manager		
<b>Will Train Applicant(s):</b>	Will Train Applicant(s)	<b>Posting Expires:</b>	3 <sup>rd</sup> April

**Applications Accepted By:**

**EMAIL:**

[admin@hawkandowltrust.org.uk](mailto:admin@hawkandowltrust.org.uk)

Subject Line: Visitor Centre customer Services  
Officer

**MAIL:**

A Blumfield - Director  
Sculthorpe Moor Nature Reserve  
Sculthorpe, Fakenham  
Norfolk NR21 9GN

**Job Description**

**ROLE AND RESPONSIBILITIES**

The Customer Services Officer will work alongside the existing close-knit team at Sculthorpe and will be responsible for the Visitor Centre one weekend in three. A key aspect of this role is working closely with and supporting volunteers, helping to create a positive, collaborative, and inclusive environment. Responsibilities will include:

- Answering telephones, handling enquiries, and redirecting them as appropriate
- Using the two-way radio to communicate effectively with staff, wardens, and volunteers across the reserve
- Opening and closing the centre each day
- Meeting and greeting visitors, providing a welcoming front-of-house presence alongside volunteers
- Supporting and working collaboratively with volunteers in the centre, offering guidance where needed and ensuring they feel confident and valued in their roles
- Using modern technology such as POS tills and computers (training will be provided)
- Completing end-of-day cashing up procedures accurately
- Ensuring health and safety compliance while on duty, including supporting volunteers in following procedures
- Maintaining a clean, safe, and well-presented environment, working jointly with volunteers to uphold high standards of housekeeping
- Replenishing shop stock and cleaning equipment such as the coffee machine, with support from volunteers where appropriate
- Actively encouraging visitors to support the work at Sculthorpe, including promoting memberships

- Ensuring displays and interpretation areas are clean, engaging, and up to date, working with volunteers to maintain standards
- Carrying out additional duties appropriate to the role as requested by line management

**ESSENTIAL SKILLS, KNOWLEDGE AND ATTRIBUTES**

- Proven experience working with the public in a customer-facing role
- Well-organised and able to remain calm and efficient in a busy environment
- Excellent communication skills, with the ability to work effectively as part of a team and engage positively with colleagues and volunteers of all backgrounds and abilities
- Demonstrable ability and confidence in working alongside and supporting volunteers, recognising this as a key part of the role
- Professional and friendly telephone manner
- Reliable, trustworthy, and responsible
- Competent in IT, including use of computers and Excel
- Good numerical skills, with the ability to handle cash accurately
- Clear and accurate written communication skills
- An interest in wildlife and conservation

**WORKING CONDITIONS**

The reserve is open seven days per week, fifty-two weeks per year. The only time we are closed is either for a few days at Christmas or due to bad weather.

Working pattern is Friday, Saturday and Sunday 09.15 – 16.15, every third week. Part of the role will also be to cover the other staff when on annual leave or sick on any of the seven working days.

6 days paid annual leave entitlement.

**ADDITIONAL NOTES**

Please note this position is subject to an enhanced DBS check for which the Trust will pay for.

Approved By:	AJB	Date:	17/03/2026
Last Updated By:		Date/Time:	