Visitor Experience Manager
Abernethy National Nature Reserve

Abernethy reserve is a place like no other.

- At 14,000 hectares it is the RSPB’s second largest nature reserve.
- Starting at 200 metres above sea level and reaching the summit of Ben Macdui (UK’s second highest mountain, at just over 1,300 metres), it has the largest altitudinal range of any RSPB reserve (1,100m+) and includes two additional Munros.
- Around 5,000 species live here, in the largest Caledonian pineforest remnant, pristine rivers and lochs, moorland, scrub forest and high montane sub-Arctic plateau; around 20% of these species are rare or scarce, some are unique in the UK.
- There are two SSSIs, four SPAs, two SACs and one Ramsar site.
- It is a National Nature Reserve, part of a National Scenic Area and is in the middle of the Cairngorms National Park – the UK’s largest National Park.
- RSPB Abernethy is a leading partner in the largest landscape restoration project in the UK, Cairngorms Connect, along with Scottish Natural Heritage, Forest Enterprise Scotland, Wildland Limited and RSPB Insh Marshes, covering 60,000 hectares of high-value land managed for conservation.
- A first in the UK and operating since the 1950s, the Loch Garten Osprey Centre opens every season to allow thousands of visitors to see these magnificent and enthralling birds, as they battle all that nature can throw at them to raise a family. It’s where the osprey population sprang back to life after years of breeding extinction in the UK and was the first eco-tourism venture in the country.
- But it’s not just about ospreys! Home to golden eagles, red squirrels, bleeding tooth fungi, shining guest ants, twinflower, capercaillie, crested tits, creeping ladies tresses, fungus gnats, timberman beetles, ptarmigan, cauliflower fungus and a fantastic, highly motivated and friendly team – there’s nowhere quite like it!
- 2019 sees the Loch Garten Osprey Centre celebrating 60 years of showing people breeding ospreys and we intend to celebrate this landmark occasion in style, with an exhibition, interactive interpretation and an Anniversary Party. In addition, the BBC Watches programmes are coming from nearby Nethy Bridge throughout 2019 (Winter, Spring and Autumn) and will be featuring Abernethy and Loch Garten. It’s going to be a busy year!
We are looking for a natural leader with excellent people skills and a passion for connecting people with nature. You will spearhead the development and delivery of the visitor experience at the Osprey Centre, and will lead the seasonal team of Visitor Experience staff and volunteers (short-term, long-term and local) in delivering a GREAT Welcome to all our visitors. You will grow support for the RSPB’s strategy of Giving Nature a Home by increasing RSPB membership and generating income, and will manage the seasonal team to reach ambitious but achievable individual and team membership targets.

The centre has an excellent reputation for customer care and visitor experience and we are keen to develop our offer to our key audiences. With a track record in working in visitor experience projects or operations, you will ensure provision of exceptional visitor experience and customer care.

You will build and lead a volunteer team to help deliver our visitor work and develop and deliver an exciting programme of events and activities to engage with our key audiences throughout the year.

Loch Garten, Abernethy has a strong on-line following and you will be expected to lead on regular Abernethy blog up-dates for the website and other social media, ensuring any communication is of a high standard and adheres to RSPB Brand guidelines.

Outwith the osprey season you will be expected to continue with our on-line presence, work on developing the visitor offer at the Osprey Centre and maintain a regular presence there when the weather allows, recruit volunteers, plan and deliver engaging events, manage the practical side of the volunteer and staff accommodation, and assist with ensuring that Abernethy offers a top class experience for visitors.

You’ll be resourceful, practical and have a love of wildlife and the outdoors. You will be able to act on your own initiative in developing new ideas and see them through to completion. You will have experience of making RSPB members, managing a team, delivering high quality events and of planning environmental interpretation. You will be an excellent communicator (both written and verbal), able to prioritise your time and have a flexible and enthusiastic approach.

During the osprey season the post holder will be expected to work regular weekends and occasional evenings, though they will get two consecutive days off a week. Outwith the osprey season, very occasional weekend and evening work will be required.

The principal location for this post will be at Forest Lodge – the main office for Abernethy reserve. During the osprey season you will spend most of your working day at the Osprey Centre, 4.5 miles from Forest Lodge. You would need to be able to get around independently using RSPB vehicles, covering several miles between Forest Lodge, the volunteer and staff accommodation and the Osprey Centre.
Who we are and what we do

The RSPB exists to give nature a home. We help our birds, other wildlife and natural places survive and thrive.

On our doorstep are woods and farmland, moors and marshes, cliffs and mountains. They are home to an astonishing array of precious but threatened wildlife. Every species is unique, but they are all connected to one another. And every one of them needs a home to survive.

Sadly, many of our best loved and most iconic species can’t find a welcome home here any more. It’s our job to change this. A country that’s not home to skylarks and puffins, red squirrels and hedgehogs is not a country any of us want to live in.

To protect our threatened birds and other wildlife, we need to protect the places where they live. If we are taking care of nature, we are taking care of ourselves and future generations.

The RSPB in a nutshell

The Royal Society for the Protection of Birds (RSPB):

- Was formed in 1889 to counter the barbaric trade in bird plumes for women’s hats
- Has since grown into a world-leading wildlife conservation organization and now speak out for all birds and wildlife, tackling the problems which threaten our environment
- Has over a million members, including more than 200,000 youth members
- Has more than 2,000 active staff members and almost 18,000 volunteers, who donate more than a million hours of their time – that’s the equivalent of 600 full-time staff
- Has a NET income available for charitable purposes of £89.3 million
- Has more than 200 nature reserves covering 143,7800 hectares and home to 80% of our rarest or most threatened bird species
- Has a UK headquarters, three national offices and eight regional offices
- Has a network of over 150 local groups and more than 150 youth groups
- Has an impressive global reach, with active projects and capacity building programmes in 26 countries and 10 UK Overseas Territories
- Is the UK partner and leading player, in Birdlife International
- Has the largest charity mail order operation in the UK, and also has the UK’s most successful charity credit card

Volunteers

Volunteers founded the RSPB 125 years ago and remain a vitally important part of the organization today; there are approximately nine volunteers for every paid member of staff.

Our volunteers bring a unique range of skills and qualities to the RSPB, help stretch our scarce resources and keep us in touch with grass roots.
Our Strategy, Mission and Cultural Values

Our Strategy

Our vision: a world richer in nature
Imagine this. Wild birds and other wildlife will no longer be declining. Nature is restored, enriching and sustaining the lives of people as a result. Such a world would guarantee that future generations have clean air and water, a stable climate, abundant and diverse wildlife, and a robust, diverse and sustainable economy.

Our long-term purpose: saving nature
We believe that:
- There is a moral imperative to save nature
- Nature is crucial for peoples quality of life and the planet’s life support systems
- Birds are an integral part of the web of life
- We are well placed to stand up for birds and all nature
- The challenge is great, we must work with others to succeed
- We need growing popular support

Our Mission

By 2020...
Our work is both urgent and important and we need to act now to make a difference. The world’s governments have committed to halting biodiversity loss by 2020 and we will challenge them, as well as businesses, civil society and ourselves, to take the steps necessary to reach this goal, and then go further.

Our Cultural Values

Our cultural values are the way we work with each other and partners:

Bold
We speak out honestly for what we believe in, aiming higher and pushing further for growth. We seek to provide innovative, fun and sociable ways for people to get involved

Focused
We identify where birds and wildlife are most under threat, then act decisively and with commitment to save them and deliver tangible results

Supportive
We support each other and our sector partners in order to flourish, and make sure our supporters receive reward and recognition for their contribution

Together
We work together for the biggest possible impact across the RSPB and with partners across the UK and globally
What we offer

The RSPB offer some great benefits to reward and support you while working with us.

**Pay**
We offer a competitive salary to attract and retain great people.

**Flexible Working**
We pride ourselves on being a flexible and supportive employer. We realise that our staff have demands on their time outside of work, and are open to requests to work flexibly. There are a range of options to support you such as flexitime, TOIL and parental leave. Depending on the circumstances, up to five paid days a year is offered for unexpected family emergencies, elective medical procedures and compassionate leave.

**Annual leave**
Our leave year runs from 1 April to 31 March. When you start you will receive 26 days' holiday, excluding public holidays (four days are taken during the RSPB’s Christmas shutdown). This will increase to 28 days after three years' continuous service and 30 days after seven years’ continuous service. Leave will be pro-rata for part time staff and where you start part way through the year.

**Pension**
The RSPB offers a defined contribution pension scheme to all UK based staff, with a matching employer contribution of up to 7%.

**Life Assurance**
All employees age 18 or over and under 75 are automatically covered for death in service benefit. A lump sum of five times basic salary at the date of the employee’s death is paid to their beneficiaries or estate.

**Maternity, paternity and adoption leave**
To support your family life we have enhanced our legal obligations towards employees. We offer up to 12 weeks full salary to employees going on maternity or adoption leave, and up to two weeks on full salary to employees taking paternity leave.

**Sickness Pay**
If you become ill, you are supported by our enhanced Occupational Sick Pay Scheme. Your entitlement is determined by length of service, but can be up to a maximum of 36 weeks for full-time staff. We also work closely with one of the UK’s leading occupational health providers, to help you in returning to work.

**Employee Assistance Scheme**
All RSPB employees have free access to an Employee Assistance Programme provided by The Validium Group. This service is available 24 hours a day, 365 days a year.

**Staff Association**
All employees are eligible to join our staff association. The RSPB set up the Staff Association to independently protect and promote the interests of staff. It is officially recognised by the Management Board and Council and is consulted on many key decisions. The Staff Association also negotiate member discounts on a wide variety of goods and services.

**Learning and Development**
The RSPB is committed to supporting all RSPB employees with quality learning and development opportunities. We offer a wide range of learning and development opportunities including our induction process, on-going training and e-learning. We prioritise leadership and management which is key to people motivation and success. Our recent
leadership programmes have received the Institute of Leadership and Management accreditation. The Learning and Development team’s focus and aim is to help both you and the organisation to succeed.

Volunteering
All employees are entitled to one extra day of paid leave each year to spend volunteering. This can be for any charity or voluntary organisation - not just the RSPB.

Sabbaticals
After five years’ continuous service, and each five years thereafter, all employees are entitled to a 4 week sabbatical. This is a chance to take time out of your busy day-to-day job to do research, volunteer, learn a new skill or travel. Sabbaticals should have specific goals and objectives designed to benefit both you and the RSPB.

Childcare Vouchers
The Childcare Voucher Scheme is open to all employees who are parents or guardians and currently use childcare facilities. Employees can opt to receive part of their salary in childcare vouchers up to a maximum of £243 per month to use with a wide range of childcare providers. The amount received in vouchers is tax free.

Green loans
Employees can apply for an interest-free loan to buy a bicycle or a season ticket.

RSPB Nature Reserves and RSPB retail
Employees can visit any RSPB reserve free and can receive up to 20% off retail items in the RSPB’s shops.

Relocation
We are able to offer a limited amount of financial help towards relocation costs for employees, depending on the circumstances. We need the right people in the right place so offer financial help towards relocation costs for employees, depending on the circumstances. Whether you are a home owner or renting, we may be able to offer you assistance.

How we expect you to work
The RSPB has seven key competencies that are important to our organisation’s success. We expect all employees to demonstrate the following behaviours in everything that they do:

Direction:
You ensure you have a clear direction and sense of common purpose that guides what you do and how you approach your work.

Energy:
You bring energy and urgency to the RSPB to motivate people to do the best they can.

Capability:
You build your own and other people’s capabilities, directly and indirectly.

Relationships:
You communicate effectively and build productive internal and external relationships

Change:
You support continuous improvement and change and constantly look for way to do things better.

Advocacy:
You act as an advocate for the RSPB.

Performance:
You get things done achieve ambitious goals and the RSPB’s aims.
Environmental Statement

We have a role to play in protecting our environment by being as ‘green’ as possible. As a conservation organisation, we know a healthy environment is critical for nature and that we need to lead by example. Through our environmental management system (EMAS), we have an Environmental Policy, objectives and targets which prioritises where we can do most. All staff members are asked to respect and adhere to our green principles.

Equality and Diversity at the RSPB

The RSPB is part of a global network that incorporates a diversity of traditions and cultures, and which represents different inheritances, backgrounds, influences, perspectives and experiences. A better understanding of people’s differences will help us to appreciate and value everyone’s contribution, and recognise that we are all an integral and invaluable part of the RSPB.

Everyone has the right to be treated with consideration and respect. The RSPB is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual, and an atmosphere where everyone can learn, work and live free from prejudice, discrimination, harassment and violence.

The RSPB aims to ensure that all staff, volunteers, partners, clients, contractors, members and the general public are treated fairly. Unless it can be shown to be justified, this will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race (including colour, nationality, ethnicity, or national origin), disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

Employment Checks

All offers of employment are made subject to the following criteria:

**Proof of eligibility to work in the UK, Satisfactory Employment Health Check, Two references satisfactory to the RSPB and where required a Satisfactory Criminal Records Bureau Check.**

Applications from candidates requiring a certificate of sponsorship under the UK points-based immigration system will not be considered if there are suitable candidates who do not require sponsorship. This is because employers need to demonstrate that they are unable to recruit a resident worker, before they can recruit a non-resident worker*.

The resident worker rule does not prevent applicants requiring sponsorship from applying for our vacancies, but such applications should be made on the understanding that they can only be considered subject to the restrictions above.

For further information, please visit the Home Office UK Border Agency website.

*This rule does not apply to those applying for roles that require a bachelor, postgraduate degree or postgraduate certificate in education qualification. It is necessary for the qualification to be an essential requirement for the role and the applicant to prove that they possess such a qualification (or have completed a minimum of 12 months study in the UK towards a UK PhD), which is recognised in the UK.