

Role Profile

Job title	Education & Experience Assistant
Reporting to	Education Manager
Has reporting	None
Starting Salary	£20,852-£24,112 per annum FTE
Duration	Full time - 35 hours per week. Permanent.
Location	Dundreggan Rewilding Centre, Dundreggan

Trees for life

Trees for Life’s vision is to rewild the Scottish Highlands by enabling the restoration of the globally unique Caledonian Forest which once covered much of Scotland. Integral to success is the involvement of thousands of people who help us to rewild the Scottish Highlands. Our mission is for a revitalised wild forest in the Highlands of Scotland, providing space for wildlife to roam and communities to thrive.

Dundreggan

Dundreggan is a 10,000-acre estate in Glenmoriston between Loch Ness and Skye. Since 2008, the estate has been transformed into one of the best examples of forest restoration in Scotland. It includes a ground-breaking tree nursery and is where many volunteers come to take part in rewilding projects.

Dundreggan Rewilding Centre

A Rewilding Centre is being developed at Dundreggan. It will include an innovative visitor experience and education centre, including a café, events and educational facilities. The Rewilding Centre will be an inspiring location where visitors of all ages, interests and backgrounds can explore the natural, Gaelic and cultural heritage of the Highlands and be inspired and educated about rewilding and the restoration of the Caledonian Forest.

Values

Our values are at the core of our mission to rewild the Scottish Highlands, informing decisions large and small from the day-to-day running of our office to major conservation projects. We have shared these values so that our supporters, volunteers and partners can gain a deeper understanding of what drives Trees for Life.

We are groundbreaking

We are an ambitious charity with a big mission. For over 25 years we have sought to bring innovation to conservation, and we continue to strive for new and ground-breaking ways to rewild the Scottish Highlands.

We are collaborative

We are an open, friendly and cooperative organisation. We welcome and encourage collaborative working with other organisations, landowners and the wider community. We believe we can always achieve more through teamwork.

We are pragmatic

We seek prudent, sustainable solutions in everything we do. We are always mindful of our duty to our supporters, our volunteers, our staff and above all to Scotland's wild forest. Seeking a pragmatic approach safeguards our organisation and the work we undertake.

Overall Purpose of the Job

To work with the Education & Experience, and wider Centre team, to ensure that anyone visiting the Rewilding Centre, for whatever reason, has a memorable experience and also leaves knowing and understanding more about rewilding, the heritage of the Scottish Highlands and especially the restorative journeys of the region's Gaelic heritage and unique Caledonian Forest.

The successful candidate will provide outstanding customer care, including information, guidance and assistance to all centre visitors in a welcoming and friendly environment. You will be greeting around 40,000 visitors a year to our flagship Rewilding Centre, enabling visitors to experience the ancient forests and immerse themselves in the local history and gaelic culture.

Key Liaisons

The post will be dealing predominantly with members of the public alongside the Education & Experience team, catering and cleaning staff and the Facilities team.

Scope, Accountability and Resources

This role focuses on the development and delivery of the experiential elements of the Dundreggan Rewilding Centre, including both formal education with academic institutions and more informal education with visiting groups and individuals.

The role will also assist in the day to day operation of the Centre, providing outstanding customer care in all areas and ensure that the Centre is clean, safe and well stocked at all times.

The role will be accountable for ensuring that activities are carried out in accordance with health and safety regulations and act as a fire warden.

The post holder is also expected to perform other duties, appropriate to the post and grade, other than those specified in the job description. as required by their line manager and/ or, the needs of the centre.

Key responsibilities

- Assisting the Education and Experience team in the delivery of formal and informal training, skills development, and education and awareness programmes with a diverse range of people of all ages and abilities
- Promote activities to visitors
- Assist colleagues in setting up rooms and resources for delivery
- Be an active member of the wider Trees for Life team, willing to learn from and share knowledge with colleagues
- Communicate with visitors as a representative of Trees for Life, ensuring our messaging and core values are reflected
- Provide visitors with a positive experience whether in the Centre. at the reception desk or out on the estate

Person Specification

- Friendly, welcoming and honest, with excellent verbal skills.
- A good listener who can identify customer needs and provide solutions.
- Desire to learn, particularly around Highland ecology, rewilding, local culture and Gaelic language
- A problem-solver with a practical and flexible approach, able to respond to changing conditions in a fast-paced environment
- Comfortable working with people outdoors in all conditions

Knowledge & Experience

- Gaelic speaking would be an advantage or with an interest to learn and promote the language and history.
- Knowledge of local or regional history is desirable.
- Experience of outdoor environmental education and/or bushcraft
- Summer Mountain Leader or Hill and Moorland Leader qualification desirable
- Experience in customer facing roles, ideally in tourist or heritage sites.
- Use of CRM databases and EPOS software and systems. (full training will be provided)

Skills & Competencies

Essential

- Good communication skills.
- Ability to learn and share new information with visitors.
- Ability to work well independently and as part of a team.
- Excellent customer service, and ability to maintain standards in demanding situations.
- Ability to record information accurately .

Personal Attributes:

- Must be committed to the ethos and values of Trees for Life
- Support for Gaelic language and cultural heritage is essential
- Passionate about nature/spending time outdoors

Working conditions/ Special demands

- Be flexible to operational needs - the role will require regular evening and weekend work
- Be willing to undertake training where necessary
- Due to the location of the centre, a full and valid driving licence is essential. Some travel to work at other locations may be required occasionally
- This role will be subject to a PVG Disclosure Check due to working activities including (but not limited to), supervising and working with children and vulnerable adults. Criminal record checks will be made in line with our Safeguarding, Equality and Ex offenders Policy.