



Your job

Job Title: Visitor Services Assistants

Service: Culture and Events

Grade: 3

Reporting to: Customer Services Assistant Manager

As a Visitor Service Assistant at Haigh Woodland Park, you will be a key frontline representative, delivering a high-quality, welcoming and professional service to all visitors.

You will act as a primary point of contact within the park, supporting a wide range of visitor enquiries both face to face and through telephone and digital channels. You will contribute to the smooth day-to-day operation of the Visitor Centre and wider park services, helping to create a positive and memorable visitor experience.

Working as part of the Visitor Services Team, you will support the delivery of core park functions including visitor engagement, administration, retail activity, and event support. You will play an active role in promoting the park's services, facilities, and activities while supporting ongoing improvements aligned to the **Progress with Unity** approach.

The role requires a flexible, enthusiastic individual who can work in a fast-paced, customer-focused environment and contribute positively to the success of Haigh Woodland Park.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

Shift patterns will vary, Monday to Friday. Weekend working is required on a rota basis, with equivalent time worked allocated as time off Monday to Friday.

In this job you will:

- Provide a professional, friendly, and efficient customer service across all contact points including face to face, telephone, email and digital platforms.
- Deal effectively with a wide range of visitor enquiries, providing accurate information about park facilities, activities, and services.
- Promote the park's offer, including events, activities, attractions and retail services to enhance visitor experience and income generation.
- Support day-to-day Visitor Centre operations including bookings, ticketing and general administration tasks.
- Undertake accurate cash handling and process financial transactions in line with council procedures (excluding reconciliation/reporting responsibilities).
- Assist with retail activity including stock display, replenishment, and basic stock control.
- Support the delivery of events and activities across the park, ensuring a positive visitor experience.
- Maintain records and provide general administrative support as required.
- Work collaboratively with colleagues, stakeholders, volunteers and partners across the park
- Assist in maintaining safe and welcoming environments, following Health & Safety procedures and encouraging visitor compliance.
- Support the opening, closing and security of facilities as required.
- Respond to customer feedback and resolve queries effectively, escalating issues where appropriate.

- Always ensure compliance with GDPR and data handling requirements.
- Carry out any other duties that may be required by the Organisation providing adequate training has been given to execute them. These may be required from time to time or on a permanent basis including undertaking roles or duties within the other areas/Facilities following appropriate training.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A good general education (GCSEs or equivalent experience).
- Experience of working in a customer service environment with a strong focus on customer care.
- Excellent communication skills (verbal and written) and the ability to engage effectively with a wide range of visitors.
- Good organisational skills and the ability to manage time and prioritise tasks.
- Basic IT skills including use of email, booking systems and standard office software.
- Ability to work flexibly as part of a team and on your own initiative.
- Experience of handling transactions and working with accuracy.
- A positive, proactive and approachable attitude aligned to delivering excellent visitor experiences.
- Ability to work in a busy, fast-paced environment and remain calm under pressure.
- An interest in supporting outdoor leisure, heritage or visitor attractions.
- Flexibility to work across the park, including weekends, bank holidays and evenings as required
- First Aid at Work (or ability to attain this in 3 months of commencement)

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”