
Your job

Job Title: Site Support Assistant

Service: Culture and Events

Grade: 3

Reporting to: Assistant Manager - Operations

We are offering an exciting opportunity to join our team at Haigh Woodland Park – now one of the regions' most popular outdoor attractions.

Haigh is currently undergoing a Transformation programme which will in total involve around £50 million worth of investment funded by Wigan Council, Levelling Up funding, The National Lottery Heritage Fund, and Arts Council England, with works just completed to the Plantation Gates and ongoing work to the Bothy Yard, Walled Gardens, Haigh Hall, Woodland Railway, Woodland Hub among other projects, it's an exciting time to join the team.

Site Support staff provide essential support for many of the operations of the Park – from Event Stewarding and Car Park attendance to Buildings and Grounds Maintenance duties. The successful applicant will be happy to work outdoors and possess a good work ethic.

The ability to work as part of a team and a willingness to place customers first are also essential requirements for the post.

We are looking for an individual who will enjoy working in a busy – outdoor visitor attraction.

The candidate will be hard working and flexible. They will have a commitment to providing excellent standards of customer care. As well as getting on well with customers, they too, must be able to form excellent relations with team members.

Ideally, you will have practical skills to support site maintenance and manual operations.

Applicants must be able to work during the day, evenings and weekends.

These are highly visible roles, so excellent interpersonal skills and confidence are pre-requisites for the posts.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) 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.

In this job you will:

- Operate in conjunction with Health and Safety practices and legislation.
- Support in the delivery of a safe and effective operation of the park.
- Be required to act as key holder and share responsibility for securing the building and Park.
- To help deliver an agreed maintenance programme and schedule for the Park's attractions, including the safe and reliable operation of the Children's Adventure Play Area, Adventure Golf Course, Courtyard and Much more.
- Help with ongoing park maintenance and duties to make sure the Park is a presentable and clean as possible e.g. emptying bins, litter picking, painting etc.
- Be part of Haigh woodland park events by helping with various tasks along with event stewarding.
- Support with the management of the car park on busy days.
- Undertaking various daily and weekly checks in the park.
- Welcome visitors to Haigh Woodland Park (HWP) and provide consistent high standards of customer service.
- Assist with the delivery of events and activities taking place within the park.
- Work to appropriate health and safety rules and regulations.

- Deal effectively with customer enquiries to ensure customer satisfaction in professionally resolving any issues whilst escalating to management where necessary.
- Treat everyone with dignity, respect and encourage access to services for all.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.
- Help react to park incidents and emergencies.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A good general education (ideally to minimum GCSE level).
- Be confident and proficient in carrying out basic repairs and maintenance.
- Enthusiasm for working outdoors.
- First Aid at Work (or ability to attain this in 3 months of commencement).
- Excellent interpersonal skills and the ability to work with a range of staff and customers
- Experience of grounds maintenance
- Experience of dealing with customers and high standards of customer care.
- The ability to work flexibly, including working weekends, bank holidays and evenings if required.
- The confidence to work on own.
- The ability to work in a busy environment, managing and prioritising demands whilst maintaining high standards of service.
- Basic knowledge of Health and Safety.

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 **TeamWigan** 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. ”