



THE LIVING
RAINFOREST

Visitor Centre Operations Manager Job Advert

We are seeking a dynamic and enthusiastic Visitor Centre Operations Manager to lead the daily operations of our visitor centre and create commercial success of The Living Rainforest visitor centre.

In this pivotal role, you will oversee guest experiences, manage staff, and ensure the smooth functioning of all operational activities.

We are looking for a commercially minded leader who can create an engaging, welcoming environment that brings our charity's mission to life and inspires memorable, meaningful experiences for every visitor.

Responsibilities:

Key Responsibilities:

- Oversee the commercial operations and success of The Living Rainforest visitor centre.
- Manage the smooth running of the day-to-day operations of the visitor centre.
- Act as Duty Manager, and head up the wider Duty Manager team, including opening, closing and overseeing all operations within the centre.
- Manage Health and Safety across the centre, including First Aid.
- Oversee the front of house and educational school visits teams.
- Work with our wildlife team, to support with the planning and construction of new displays and exhibits within the visitor centre.
- Working with our Marketing Manager, monitor visitor numbers, operational performance, and customer feedback to drive continuous improvement.
- Coordinate operations across all visitor centre teams, including front of house, café, shop, education, maintenance and glasshouse teams.

Health and Safety/Maintenance:

- Manage all Health and Safety within the centre, in line with legislation and best practice. Including ensuring compliance with the health and safety policies and procedures within the centre.
- To be first point of contact for all health and safety queries and oversee the health and safety training of all staff.
- Ensure compliance with all relevant health and safety legislation and industry best practice.
- Ensure appropriate emergency procedures, fire safety arrangements, and evacuation plans are in place and regularly tested

- Investigate accidents, incidents, and near misses, implementing corrective actions where necessary.
- Maintain health and safety records, inspections, and statutory documentation.
- Ensure compliance with safeguarding, food safety, first aid, and accessibility requirements where applicable.
- Manage the maintenance department and ensure the upkeep of all equipment and facilities at the centre.
- Oversee the planning and delivery of maintenance projects.
- Carry out and review risk assessments for all operational activities, ensuring a secure and safe environment for staff and visitors.

Visitor Experience

- To demonstrate excellent customer service within the visitor centre, and promote good practice within all areas of the visitor centre
- Oversee the public facing teams, including managing rotas and coordinating with part time and weekend staff.
- Oversee the development of a profitable and effective sales operation which contributes to the overall visitor experience. Including monitoring retail and cafe performance.
- Support the Front of House and Café Managers with their ongoing training needs.
- Assist in the recruitment of new staff and develop programmes to maximise the retention of existing staff
- Be responsible for end of day cashing up and all associated administration, ensuring that all till operations are carried out in accordance with our policies and procedures

School visits/public engagement

- Oversee the smooth running of the onsite education team within the centre, including supporting school visits and public engagement activities, alongside other visitor centre operations.

Required skills and experience:

- Proven management experience in a visitor services environment
- Be commercial minded
- Strong leadership skills with the ability to motivate diverse teams
- Excellent communication skills to engage with visitors, staff, and external partners effectively
- Knowledge of health and safety and other operational legislation
- Ability to multitask in a fast-paced setting while maintaining attention to detail

The role:

- This is a full time permanent position (40 hours per week)
- It will include working some weekends on a rota basis acting as Duty Manager for the site
- Due to our remote location, driving and access to a car is essential

To apply, please provide a CV and cover letter to robynd@livingrainforest.org so we can learn a little more about you.

Thank you for your interest in joining our team. Due to the popularity of some vacancies, if we haven't contacted you back within 28 days, please assume that your application was unsuccessful.

We aim to be an equal opportunities employer and we are determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

The Living Rainforest is committed to safeguarding and promoting the welfare of children, young people and Adults at Risk. Therefore the successful applicant will need to undertake an enhanced Disclosure and Barring Service check for this role.

Registered Charity No. 1085057

Company No. 4020388

VAT No. 857748075

