



Shadow Volunteer

Cycle Centre Visitor Service Volunteer

Forest of Dean Cycle Centre

Country	England
Location	Forest of Dean Cycle Centre, New Rd, Cannop, Coleford Postcode: GL16 7EH
Position Type	2-3 days per week for 6 months
Salary	Voluntary
Closing date for applications	17 th July 2023

Background Information

Forestry England are the country's largest land manager, caring for the nation's forests for people, nature, and the economy. The foundation of our organisation is our world-class sustainable management of the nation's forests.

With a Family Cycle Trail, blue and red graded cross-country trails and a number of more advanced downhill trails, the Forest of Dean Cycle Centre is one of the leading trail centres in the UK.

We are proud to be able to offer shadow volunteer individuals with an interest in pursuing a career in conservation, community engagement, recreation, site management, working with volunteers and the public and wanting to gain experience in the sector.

Successful applicants will be given training and development opportunities by work shadowing current staff developing on the job skills, including development of practical site management, working within communities, volunteer management, engaging and working with the public, schools, and colleges. The Forest of Dean Cycle Centre Shadow Volunteer position enables individuals to gain experience of managing our award-winning recreation facility.

What we offer

- Training relevant to the role from your experienced member of staff you are shadowing along with gaining knowledge from wider colleagues.

Shadow Volunteers

- Guidance and support in applying for further training or employment opportunities.
- Genuine out of pocket expenses which includes travel expenses beyond your reporting station.
- Volunteer parking pass after 35 hours of volunteering.
- Volunteer uniform.
- Formal training opportunities - first aid, risk assessment, and manual handling.

Purpose

This Shadow Visitor Services Officer role (VSO) will work alongside the Ranger and VSO at the Cycle Centre to promote enjoyable visits to our sites by ensuring a clean, safe and welcoming environment for visitors. Health and Safety will be a priority with facility inspections and maintenance works being undertaken. The focus of this role will be on the MTB trail network at the Cycle Centre and the necessary training to carry out the role will be provided.

There will be some weekend working required as part of this role.

Key work areas

Increase our value for money, and maximise opportunities to increase income

- Provide face to face customer service at peak times giving advice and information to visitors as well as selling Forestry England Memberships and leaflets.
- Provide online customer service, responding to enquires in a timely manner, seeking guidance where appropriate
- Undertake visitor surveys, compiling data and presenting results as a written report
- Monitor P&D machines to ensure they are fully working, undertake car park patrols to increase honesty rates

Provide a built estate that is fit for purpose for all users

- Carry out facility and trail inspections and ensure that defects are properly recorded and rectified in a timely manner.
- Assist in the maintenance of recreation facilities including, but not limited to, litter picking, bin emptying, dealing with fly tipping, installation and maintenance of signs, vegetation management, trail maintenance.

Embed a safety-first culture in our teams

- Input incidents and accidents into Airsweb, collating all relevant information.
- Ensure personal safety at all times by following job risk assessments and by carrying out PPE and safety checks, in compliance with policy guidance.

Increase our capacity and effectiveness through partnership working

- Maintain good relationships with on-site businesses including Café, Uplift, Bike Shop and Bike hire.

Shadow Volunteers

- Support the recreation team on event delivery by both Forestry England and third parties, to include monitoring of authorised permissions.
- Support in management of volunteer groups on site such as DTV

The key work areas detailed are the typical duties expected of the role but are not an exhaustive list. The post holder may be reasonably requested to undertake other duties by their manager.

Person Specification

Experience

Essential

An interest in the environment, Forestry England, woodland management, or recreation.

An interest in cycling and managing cycling facilities

Desirable

Seeking a career in the environmental sector; countryside ranger, environmental or visitor services management.

Working with Other People

Essential

Be approachable, open, polite, and helpful to others.

Respect diverse backgrounds, views, and approaches.

Willingness to work as part of a team as well as the ability to work on your own.

Desirable

Willingness and enthusiastic to lead groups and activities.

Communication

Essential

Ability to listen and communicate with people from a variety of age groups, abilities, behaviours, and backgrounds.

Ability to deal with difficult situations with tact, diplomacy and in a constructive manner.

Shadow Volunteers

Deliver Results

Essential

Motivated and capable of working under own initiative.

Prioritise and organise your time and resources effectively to meet agreed deadlines and objectives.

Desirable

Understand and apply current legislation, rules, and procedures relevant to the job (e.g., Health & Safety, Risk assessment).

Learn and Apply

Essential

Listen to and observe your mentor and rest of the team, demonstrate willing to learn and repeat tasks to build experience.

Be open to change and show a willingness to undertake appropriate training to develop new skills and confidence.

Take responsibility for own work, learning from experience, mistakes, and constructive feedback.

Other

Able and willing to work 1-3 days per week, predominantly weekdays although may occasionally include evenings and weekend working.

Duties will require you to be fit and able to negotiate rough terrain. However, Forestry England is willing to consider any proposal put forward by applicants that would allow them to do the role by other mean. This role will require a DBS check.

How to apply

Please apply online by completing the [application form](#) on the website. Make sure when applying, you type 'Shadow Volunteer Cycle Centre Visitor Services' as the role which you are interested in. For the Forest, please type in and select **Forest of Dean Cycle Centre**.

Shadow Volunteers

If you are interested in multiple roles, you will need to complete multiple applications. You can, however, use the same information and answers for each so feel free to copy the information from one to the other, if you are happy this is correct.

If you have any problems with the application or questions please email victoria.tofte@forestryengland.uk and state which opportunity you wish to apply for and what your requirements are to enable you to apply.

If you consider yourself to have a disability the application form will ask you to provide details of any support you may need or reasonable adjustments we can make to enable you to fulfil the role (as outlined in the role description for the placement you are interested in). If you are selected for a Shadow Volunteer role based on your skills and experience this will allow us to assess whether support can be safely and practically put in place or whether other alternative solutions are a possibility, in discussion with you.

Closing date: 9th July 2023