



<b>Job Title</b>	Communication and Skills Manager
<b>Pay Band</b>	Pay Band 5 / CS EO
<b>Business Area</b>	Visitor Services
<b>Location</b>	Aberfoyle or West Calder
<b>Contract Type</b>	Permanent
<b>Number of Posts</b>	1
<b>Line Manager</b>	Visitor Services Manager
<b>Closing Date</b>	Applications will be accepted until 11:55pm on the closing date stated on the advert.
<b>Working Pattern</b>	<p>This is a full time vacancy; based on 37 hours per week.</p> <p>We're a flexible employer and encourage applicants who wish to work a flexible working pattern to apply - all requests will be considered.</p>
<b>Nationality Requirements</b>	<p>We are currently unable to sponsor individuals to work in the UK; therefore it is essential that you ensure you have the <a href="#">Right to work in the UK</a> before applying to work with us.</p> <p>You are also be required to meet the nationality requirements to work for the <a href="#">Civil Service</a>.</p>
<b>Disability Confident Scheme</b>	<p>If you apply under the Disability Confident Scheme, you'll be invited for interview/assessment, so long as you meet any elements of 'Experience' or 'Technical' marked as essential and can demonstrate the relevant Behaviours set out in the Success Profile.</p>
<b>Further Information</b>	<p>If you have any questions about this post, please email <a href="mailto:Sue.Morris@forestryandland.gov.scot">Sue.Morris@forestryandland.gov.scot</a>.</p> <p>If you have any questions about the recruitment process, or require any adjustments, please email <a href="mailto:HR@forestryandland.gov.scot">HR@forestryandland.gov.scot</a>.</p>



## About the team

Our Visitor Services Team are responsible for providing a high quality visitor experience through engagement with our local communities, user groups and visitors to our forests and land.

They manage public access and safety across a geographically diverse holding, including our trails, visitor centre and urban woodlands that support the mental and physical wellbeing of over 2.6 million visitors annually.

## What you will do

Working with a small team, you'll develop and deliver engagement plans for consultations and upcoming works from local woodlands through to landscape scale projects. You will also co-ordinate enquires from individuals and communities working with colleagues across our teams to respond in a timely professional manner.

Part of the role is to encourage new audiences to our sites across the Loch Lomond and Trossachs National Park and Central belt, working with neighbours, groups and communities to enhance the visitor experience. You will also build working relationships with partners to develop and oversee visitor and community engagement projects.

Occasional evening, weekend and public holiday working is a requirement for the role.

## Main Duties

- Work positively and proactively with customers, stakeholders, communities, businesses and partners;
- Develop communications and engagement plans;
- Represent FLS at community, business, partner and stakeholder meetings;
- Deal promptly and helpfully with any enquiries and complaints;
- Develop strong and positive relationships across the region and promote excellent internal communications;
- Co-ordinate and advise colleagues where a technical response is required
- Promote a high level of customer focus and high standards of communications and engagement amongst staff;
- Monitor and support communication skills and knowledge development for staff, through coaching and advice;
- Promote a safety-first culture in all aspects of the role: a safe and healthy environment for visitors and staff, in line with corporate standards and industry best practice.



## Success Profile

The [Success Profile](#) below set outs the essential and desirable elements that make up the vacant position - you'll be expected to demonstrate these element in your application and/or during your interview and/or assessment.

## Behaviours

**Behaviour 1 and Lead Criteria:** Communicating and Influencing

**Behaviour 2:** Managing a Quality Service

**Behaviour 3:** Working Together

**Behaviour 4:** Seeing the Big Picture

## Experience

Essential:

- Strong communication skills with experience of engaging and working in partnership with a wide variety of stakeholders;
- Knowledge and experience of using Microsoft packages, such as Excel, Word and Outlook.;
- Contract/ project management experience;
- Experience of overseeing a team, including workload management and their development;
- Budget management experience;

Desirable:

- Knowledge of countryside and land management, with a commitment to learn more;
- Experience of recreation facilities within the countryside / recreation / tourism sector;
- Understanding of revenue generation/commercial activity.

## Driving licence

This role requires you to have a full UK driving licence, however, we are willing to consider any proposals that would allow you to do the job by other means.

## Travel

As this role involves working with colleagues across the region, there will be regular travel involved which may include overnight stays away from home.

## What we offer you

If successful, you will be entitled to a wide range of benefits, the detail of which can be found [here](#).



## Additional information

We believe it's important to create an inclusive and supportive work culture, and we welcome applications from everyone, regardless of background.

It's important you complete the entire application form (where relevant) in sufficient detail – this will give you the best chance of being invited for interview and/or assessment. Where a vacancy attracts a higher number of applications, only 'Behaviour 1 - lead criteria' will be assessed at sift stage. However, it is still important that you complete the entire application form in sufficient detail, as there is no way of knowing that a vacancy will have a high number of applications.

## Concerns about our recruitment

If you believe the [Civil Service Recruitment Principles](#) have been breached, you can submit a complaint to the Head of People and Organisational Development - they will assess compliance with the Principles, but will not review the decision(s) of the recruitment panel.