



Job Description: Education Guide, Wicklow Mountains National Park & Wicklow Region

Purpose of the Job

National Parks and Wildlife Service (NPWS) Education Guides exist to:

- To increase knowledge of Ireland's nature and in particular, the nature within local NPWS sites
- To raise awareness of the work of NPWS
- To increase environmental awareness and encourage a sense of environmental responsibility to the natural world

Responsibilities:

National Parks & Wildlife Service Education Guides provide a wide service covering education to primary and secondary schools, delivery of public events to all ages, creating content for the National Park website and social media, provision of visitor services primarily from the National Park Information Office, and a variety of National Park duties. The work is varied and constantly evolving. Key duties include:

Education & Events

- Delivery of the existing Education Programmes for primary schools, secondary schools, youth groups, adults and other groups
- Visit schools to deliver an outreach programme
- Research, development and delivery of new education programmes
- Research, development and delivery of events and information days
- Research, development and delivery of training programmes for teachers
- Development of education resources including National park leaflets, magazine articles, social media posts, etc.
- Delivery of virtual classes and events (via Zoom, etc.)
- Implementation of all child protection protocols

Visitor Services

- Welcoming visitors to the National Park's Information Office
- Providing information on nature and wildlife, the role of NPWS, walking and other recreational activities.
- Dealing with enquiries about the region and visitor facilities in the area
- Dealing with complaints
- Creation and maintenance of interpretative displays
- Cash handling and stock maintenance
- Provision of First Aid
- Visitor assistance as required. (Missing visitors, lost property, etc.)

Other Duties

- Observation of all health and safety protocols, including Child Protection, Fire Safety.
- Reporting of all Health and Safety accidents and incidents
- Driving of National Park road vehicles, as required
- Ensuring compliance of National Park rules by visitors
- Trail condition inspection and reporting
- Maintenance of the small Wildlife & Sensory Garden
- Basic cleaning and tidying inside and around the Education Centre & Information Office
- Maintenance of library and equipment
- Project work, including surveys of visitors or wildlife
- Co-operation with other NPWS staff throughout the country
- Assistance of emergency services if required
- Conservation projects and assisting other staff within WMNP and Region
- Other duties as requested by Regional Management

Pandemic Duties

Delivery of the Education Programme has been severely affected by the Covid-19 pandemic. Much of the education programme has moved on-line at present, with an emphasis on provision of classes by Zoom and production of web content and printed materials. Education Guides are additionally undertaking many varied roles within their sites including patrolling, assisting with site maintenance, tree planting, etc., as decided by Management.

Base Location:

Successful candidates will be based in Wicklow Mountains National Park (WMNP), primarily at the National Park Education Centre and Information Office, both located in Glendalough. During pandemic lockdowns, some of the work will be from home.

Contract Duration:

The Permanent contracts would be full time, from date of appointment. The Temporary contracts can vary somewhat in duration, but the normal season would be between April and October.

Working Hours & Conditions

Education Guides are required to work 39 hours per week, rostered five days over seven which may include weekends and bank holidays. Flexibility in work arrangements is required. Some early morning and late evening work may be required.

Education Guides are required to work both on their own initiative and as a team in a safe and responsible manner.

An ability to communicate effectively with all ages is essential to this role. Much of the Guides' work involves working with children. Successful candidates must be able to relate to and to enjoy working with children.

Knowledge of Ireland's nature and wildlife is essential as the majority of the Guides' work involves educating others on same.

Much of the work takes place outdoors in various weather conditions and in a wide variety of terrains. A certain level of fitness is required. Education Guides will be issued with PPE (Personal Protective Equipment) including waterproof clothing and boots.

A full, clean driving licence is essential. Successful candidates will be expected to drive official vehicles in the course of their duties.

Please note that successful candidates will be subject to vetting by the National Vetting Bureau.