Bannau Brycheiniog

INFORMATION ASSISTANT NATIONAL PARK VISITOR CENTRE - LIBANUS

GRADE 3 £26,427 - £27,274 PRO RATA
PERMANENT ANNUALISED CONTRACT
850 HOURS PER ANNUM
CLOSING DATE: 4TH NOVEMBER 2026
INTERVIEW DATE: 10TH NOVEMBER 2026

INTRODUCTION

National Parks were designated in order to protect beautiful areas for the benefit of the nation. They came about as a result of the 1949 National Parks and Access to the Countryside Act, which put a legislative framework in place for the establishment of National Parks in England and Wales.

The first two National Parks were designated in 1951 and in 1957 the Bannau Brycheiniog National Park was designated covering an area of some 520 square miles (1346 sq. kilometres). Until 1995 the Bannau Brycheiniog National Park Authority was a joint committee of the then local County Councils until the Environment Act of that year laid down legislation to establish National Park Authorities as independent, special purpose Local Authorities.

INFORMATION ASSISTANT NATIONAL PARK VISITOR CENTRE

JOIN THE TEAM AT THE NATIONAL PARK VISITOR CENTRE AND BECOME THE WELCOMING FACE OF BANNAU BRYCHEINIOG NATIONAL PARK

This is a unique and rare opportunity to work at the heart of one of Wales' most iconic landscapes, helping thousands of visitors discover and enjoy everything the National Park has to offer. As an Information Assistant, you will play a vital role in creating memorable visitor experiences, providing information and advice, supporting the retail operation, and helping showcase the special qualities of the National Park.
Imagine spending your working day helping people make the most of their visit to one of the UK's most spectacular protected landscapes. As an Information Assistant at the National Park Visitor Centre, you will often be the first point of contact for visitors arriving in Bannau Brycheiniog National Park and will play an important role in creating a warm, welcoming and memorable experience.

Every day brings different conversations. You may be helping a family choose a suitable walk for young children, advising experienced hikers on mountain routes, recommending local towns and villages to explore, suggesting places to eat and stay, or sharing information about the National Park's rich history, wildlife and cultural heritage. Visitors rely on our Information Assistants for trusted local knowledge, and your guidance can help turn a good visit into an exceptional one.

We are looking for enthusiastic individuals who enjoy working with people, take pride in delivering excellent service, and have a passion for the outdoors, local communities, and the natural environment. In return, you'll join a friendly and supportive team in a rewarding role where no two days are the same.

WHAT DO NATIONAL PARKS DO?

National Parks have two purposes: Firstly, to conserve and enhance the natural and cultural environment of the park, and secondly to promote awareness and understanding and enjoyment of its special qualities. These special qualities have been described as:

- the landscape and natural beauty
- the peace and tranquility
- opportunities for walking and access to open countryside
- open spaces and qualities of remoteness
- traditionally managed farmland and
- wildlife

In so doing the National Parks also have a duty to foster the social and economic well-being of the communities within the Park.

In delivering on their purposes and duty there are five key functions of National Park Authorities. These are to:

1. act as Local Planning Authority
2. act as relevant Authority for access to open countryside under the CROW Act
3. facilitate environmental programmes
4. provide public information, interpretation and education services
5. deliver the sustainable development fund on behalf of the Welsh Government.

THE BANNAU BRYCHEINIOG NATIONAL PARK AUTHORITY

The National Park Authority consists of 18 members, 12 nominated by the seven Local Authorities in the area and the other 6 nominated by the Minister for Environment of the Welsh Government.

This split helps to ensure that the local and national interests are represented at National Park Authority level. There is a range of key committees responsible for managing the business of the Authority. In addition, working and advisory groups, both internal and external, have been established to help in the decision-making process. Some 110 full-time staff equivalents are employed in two Directorates – Nature and Climate Change and Planning and Place, as well as the Chief Executive's Department – PR & Communications, Finance, IT, Legal, Democratic Services and HR. Staff and Members cover a wide range of activities and services and it is the key role of officers to provide advice and guidance to Members of the Authority to help them make decisions and set the vision and strategies for the Authority.

The Authority's key strategic document is the National Park Management Plan, which sets our aims, strategic objectives and Priorities for Action for the Authority (www.beacon-npa.gov.uk). In addition to this, we have an adopted Local Development Plan (www.beacons-npa.gov.uk) which provides the framework for future development within the National Park. The Authority is also developing its State of the Park Report, which will summarise the changing status of environmental, social and cultural assets in the Park. With delegated responsibility for Rights of Way maintenance and management we are implementing the Authority's Rights of Way Improvement Plan.

National Parks in England and Wales are Category V protected landscapes as defined by the International Union for the Conservation of Nature (IUCN). This recognises the involvement of people in shaping the landscapes. Like all National Parks in England and Wales, agriculture is very influential in how the landscape is managed.A viable, profitable, broadminded and innovative farming sector, working in close collaboration with the Park's communities, local businesses and public and voluntary bodies is fundamental to the landscape's future management. Flexibility and adaptability will be important qualities to address the challenges of climate change, energy descent pathways and demographic and social changes ahead.

INFORMATION ASSISTANT NATIONAL
PARK VISITOR CENTRE

JOB DESCRIPTION

Post Title: Information Assistant - National Park Visitor Centre
Grade: 3
Hours: 850 hours per annum, approx. 10 days per month. The role available is for every Thursday & Friday, and one weekend in three.
Weekend Requirement: One weekend in three, working both Saturday and Sunday; Bank Holiday working may also be required
Location: National Park Visitor Centre, Libanus
Responsible to: Head of Commercial Operations

Job Purpose:

To provide a comprehensive information service at the Authority's flagship National Park Visitor Centre, promoting the National Park, its purposes, special qualities and the work of the National Park Authority, while delivering a high standard of customer care.

INFORMATION ASSISTANT NATIONAL PARK VISITOR CENTRE

MAIN DUTIES

- To provide an in-depth information service to visitors on the National Park and surrounding area, maintaining a high level of customer care.
- To provide information on the special qualities of the National Park and on the work of the National Park Authority.
- To be responsible, with colleagues, for the compilation, organisation and storage of resource material relating to the service.
- To be responsible for the opening and closing, general security and safe use of the centre, its equipment and stock.
- To ensure the cleanliness and presentation of all public and staff areas of the centre.
- To maintain stock displays and pricing and ensure the general tidiness of retail areas.
- To assist with administration and record keeping at the centre, including maintaining appropriate financial records and processing takings.
- To share responsibility for covering absent colleagues and working at other centres as directed.
- To contribute to the continued development of the centre and centre-based information and publications.
- To undertake any other duty appropriate to the grade and nature of the post, as required by the Head of Commercial Operations or Chief Executive.

PERSON SPECIFICATION

Essential Criteria

Good geographical knowledge of the National Park, together with knowledge of places of special interest and visitor attractions.

Ability to use and interpret maps.

Ability to communicate effectively with visitors, colleagues and partner organisations, in person, by telephone and by email.

Commitment to providing a welcoming, accurate and inclusive information service.

Ability to take responsibility for cash handling and routine financial procedures.

Ability to work independently, use initiative and contribute effectively as part of a team.

Basic numeracy and sufficient digital skills to use standard workplace systems.

Able to work one weekend in three, including both Saturday and Sunday, and bank holidays where required.

Willingness to undertake relevant training.

Welsh Language Level 1.

Desirable Criteria

Experience of working in a visitor information, tourism, retail or customer service environment.

Experience of walking in the mountains and countryside of the National Park.

Experience of using a till or electronic point-of-sale system.

Welsh language skills above Level 2

Note on Welsh Language Requirement
Please note: If you do not meet the Welsh language Requirements specified, then the Authority offers a variety of learning options and staff support to help you meet these requirements during your employment with us.

ADDITIONAL INFORMATION

Annual leave entitlement
25 days per annum plus 8 public holidays and 2 extra statutory days, pro rata. Leave entitlement rises annually to 30 days per annum after 5 years' service. If you transfer from the service of an outside Authority to Bannau Brycheiniog National Park Authority, you are able to bring with you your accrued leave entitlement (accrued due to length of service) up to a maximum of 30 days.

Pension
The pension scheme in place is a standard Local Government one; the employee contributes 5.5% (up to £16,500) which rises to 5.8% (£16,501) of their contractual hours worked and the employer currently contributes 16.4 %.

Location
The position will be based at National Park Visitor Centre, Libanus, Brecon. Work at other Authority sites may be required.

EEA and Swiss nationals who are NOT eligible to apply for a right to work in the UK under the EU Settlement Scheme must have some other form of immigration permission entitling them to work from 1 January 2021 onwards.

Applications must be received by 11.00 a.m. on the morning of 4th November 2026. Unfortunately, late applications will not be considered.

Would candidates please note that it is not the practice of the National Park Authority to acknowledge applications, nor to inform candidates of the outcome of their applications. Please assume that if you receive no further communication, your application has been unsuccessful.

If you have a disability, please indicate this to us in a covering letter. Should you meet the essential criteria and be called to interview, please let us know of any special requirements needed.

Applications are welcomed and accommodated in either Welsh or English. An application submitted in Welsh will not be treated less favourably than an application submitted in English. We would be grateful if you could state in your application form if you wish to conduct your interview and assessment in Welsh or English. Should you be successful to the interview stage and wish to conduct your interview through the medium of Welsh, we will provide a simultaneous translation service for the benefit of non-Welsh speaking members of the panel.

Please note that all application forms and supporting information will be securely retained for six months and we may contact you should a suitable vacancy arise. After six months all application forms and supporting information will be destroyed. Should you object to your information being retained, please could you let us know and we will destroy your application form after the outcome of the recruitment process.

Where candidates are invited to interview, it is the Policy of the Authority to contact referees at that stage. Please could you identify any problems this may cause on your application form under the relevant section. Please note that when completing your application form you must be able to demonstrate how you meet the essential criteria set out in the person specification relevant to this post. You should also demonstrate how you meet the desirable criteria set out in the person specification, but do not be deterred from applying if you do not meet all of the desirable criteria.

INFORMATION ASSISTANT NATIONAL PARK VISITOR CENTRE

PRIVACY STATEMENT

We process personal data relating to those we employ for employment purposes, to assist in the running of the authority and/or to enable individuals to be paid. The collection of this information will also be of benefit in:

- improving the management of workforce data
- enabling development of a comprehensive picture of the workforce and how it is deployed
- informing the development of recruitment and retention policies
- allowing better financial modelling and planning
- enabling monitoring of selected protected characteristics

The personal data includes identifiers such as name, date of birth, payroll (SAP) number, personal characteristics such as gender, disability and ethnic group, plus qualifications, performance and absence/occupational health information.

We will not share information about you with third parties without your consent unless the law allows or requires us to or we are required to share it to manage your employment contract with us. When we do share your data it will be via encrypted email software or password protected files. We are required to share some of your personal data with:

- HMRC
- Outsourced HR and Payroll Services (currently with Cardiff City Council and Carmarthenshire County Council)
- Powys County Council pensions who administer the Authority's pension scheme
- Local Government Audit and fraud detection teams

We store information relating to job applicants for 6 months and for employees for 7 years post-employment. Data is stored electronically on BBNPA servers. The employee records have access restrictions meaning only HR staff are able to view and process it. Physical records are stored in the HR office which is locked and within locked filing cabinets.

If you require more information about how we store and use your personal data or would like to request that your details be removed, please contact the HR Officer.

Data controller: Brecon Beacon National Park Authority, Plas Y Ffynnon, Cambrian Way, Brecon, LD3 7HP
Contact: Jessica Holifield, HR Officer
Telephone: 01874 620420

As part of any recruitment process, the Authority collects and processes personal data relating to job applicants. The Authority is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

INFORMATION ASSISTANT NATIONAL PARK VISITOR CENTRE

PRIVACY STATEMENT

What information does the Authority collect?
The Authority collects a range of information about you. This includes: -

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration;
- whether or not you have a disability for which the Authority needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health, and religion or belief

The Authority collects this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The Authority will also collect personal data about you from third parties, such as references supplied by former employers and information from criminal records checks. The Authority will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the Authority process personal data?
The Authority needs to process data to take steps at your request prior to entering into a contract with you. It also needs to process your data to enter into a contract with you.

In some cases, the Authority needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The Authority has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Authority to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Authority may also need to process data from job applicants to respond to and defend against legal claims.

The Authority processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the Authority processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes.

PRIVACY STATEMENT

For some roles, the Authority is obliged to seek information about criminal convictions and offences. Where the Authority seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

The Authority will not use your data for any purpose other than the recruitment exercise for which you have applied.

Who has access to data?
Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

The Authority will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment, or it is required to in law. If you are successful in your application subject to references Authority will then share your data with former employers to obtain references for you and, if the nature of the role requires it, the Disclosure and Barring Service to obtain necessary criminal records checks.

The Authority will not transfer your data outside the European Economic Area.

How does the Authority protect data?
The Authority takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

For how long does the Authority keep data?
If your application for employment is unsuccessful, the Authority will hold your data on file for six months after the end of the relevant recruitment process and employment opportunities. At the end of that period your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

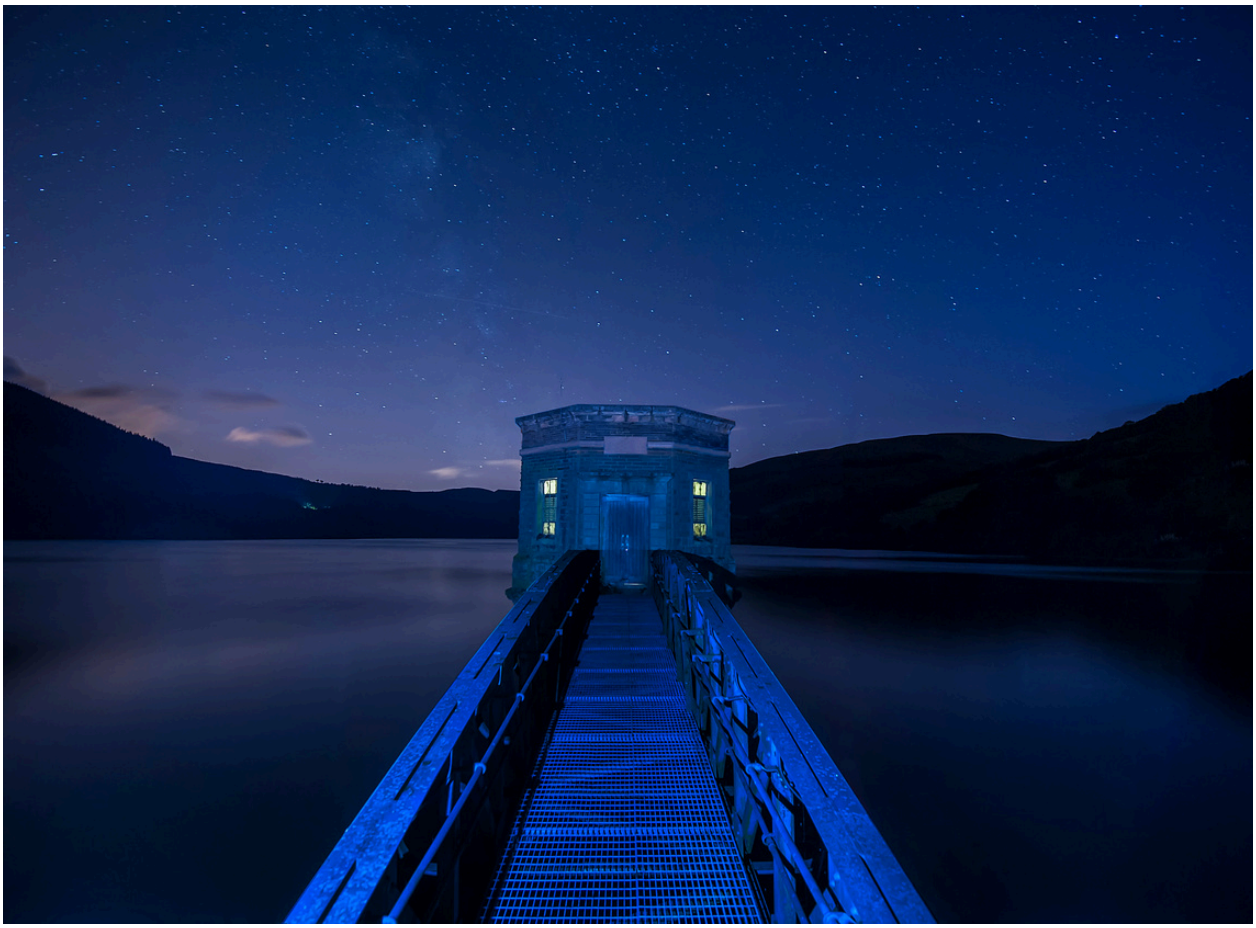
Your rights
As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Authority to change incorrect or incomplete data;
- require the Authority to delete or stop processing your data where the data is no longer necessary for the purposes for which it was originally obtained;
- object to the processing of your data where the Authority is relying on its legitimate interests as the legal ground for processing; and
- ask the Authority to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the Authority's legitimate grounds for processing data.

PRIVACY STATEMENT

If you would like to exercise any of these rights, please contact Jessica Holifield, HR Officer. Email: jessica.holifield@beacons-npa.gov.uk . You can make a subject access request- Email: Data Protection Officer via dpo@beacons-npa.gov.uk

If you believe that the Authority has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?
You are under no statutory or contractual obligation to provide data to the Authority during the recruitment process. However, if you do not provide the information, the Authority may not be able to process your application properly or at all.

You are under no obligation to provide information for equal opportunities monitoring purposes and there are no consequences for your application if you choose not to provide such information.