

Guest Experience Assistant

An exciting opportunity has arisen for a Guest Experience Assistant to join our Guest Experience Team on a permanent basis, working 40 hours per week over 5 days.

The Guest Experience Assistant will be responsible for supporting the Guest Experience Lead in delivering a prompt and efficient service onboard Marwell's train and ensuring a 'first class' guest experience for all our Guests. The successful candidate will assist the drivers of Marwell's train, proactively promote and sell train tickets and provide clear, informative commentary to guests in a confident manner onboard the Marwell train.

They will also delight our guests by providing a presence in all guest spaces and animal areas, sharing their knowledge of all the plants and species in the zoo, pointing out the best viewing areas. They will actively engage with guests during their visit, by starting conversations, answering questions and offering help and advice about all aspects of the zoo. This will include train times, retail, catering and toilet locations, basic animal information, way finding, closing times, special events and managing crowds and queues in key areas if required. As well as this, the Guest Experience Assistant will help to clean all guest areas and the guest side of animal houses, including litter picking around the zoo.

If you would like to join our unique and vibrant organisation to become a part of the Marwell Family, please view the full candidate brief below and send a completed application form to jobs@marwell.org.uk.

Closing Date: 8th February 2024

Guest Experience Assistant

Role Profile

Job Title: Guest Experience Assistant

Benefits: Pension at 5%, pro rata 33 days annual leave including Bank Holidays

Hours: 40 hours per week, 5/7 days (including one weekend day)

Location: Marwell Wildlife

Reports to: Guest Experience Lead

Management: None

Role Purpose and Role Dimensions:

- To support the Guest Experience Manager, Lead and Hosts in delivering a prompt and efficient service onboard the road train and ensuring a 'first class' guest experience for all our guests. To maintain cleanliness of the road train and support the Guest Experience Hosts in preparing the train for service
- To maintain the high standards of the whole guest experience, you will actively improve or remedy cleanliness, usability, and visual impact of all guest areas
- To interact and engage with guests to improve and enhance their experience by sharing your knowledge of the zoo and all species within it
- To provide on-site car parking during peak times
- Support the organisation during special events and other occasions

Key Internal Contacts

Guest Experience Manager
Guest Experience Lead (Line Manager)
Guest Experience Team
Guest Duty Manager Team
Head of Commercial Operations
Departmental volunteers
Zoo Events Team
Animal Teams

Key External Contacts

Zoo and Event Guests
Delivery personnel
Contractors

The Role

Road train service

- To assist the drivers of the road train, carrying out guard duties in accordance with health and safety regulations
- Support the drivers of the road train in preparing the train for service by assisting with cleaning of the loco and carriages and daily check sheets in accordance with departmental standards
- Proactively promote and sell train tickets as per cash handling policy and procedure
- Provide clear, informative pre-approved commentary to guests in a confident manner onboard the road train

- General assistance with congestion, crowd control and queue management.
- Proactively engage with our guests to offer assistance or advice to enhance their visit, answer queries and provide any information they might require in a professional and friendly manner
- Assist the drivers at the end of the day with cleaning of the loco and carriages

Guest engagement

- Provide a warm welcome to guests and proactively engage with them to ensure they get the best experience during their visit
- Delight our guests by sharing your knowledge of all the plants and species in the zoo, pointing out the best viewing areas (training and fact sheets will be provided)
- Provide a presence in all guest spaces, animal areas and buildings to assist guests as required

General

- Identify with and contribute to Marwell Wildlife's brand values, mission and charitable objectives
- To be aware of all facilities, exhibits and special events that are ongoing or taking place within the zoo
- Attendance of regular team meetings as required
- Compliance with departmental uniform and PPE requirements
- To ensure that operating standards and procedures are followed at all times
- To pay close attention to security measures to ensure these are maintained at all times
- Be aware of, and understand, all emergency procedures
- To support and assist new members of staff and volunteers as required
- Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required
- To handle cash and other payments ensuring monies are dealt with as per cash handling policy and procedure
- Form part of the car parking team on a rota
- Assisting other departments where required i.e., Retail deliveries, Admissions queues
- Cleaning and maintaining standards of all guest areas and the guest side of animal houses
- Litter picking in all guest areas in the zoo and car park
- Provide support to volunteers at the Info Cabin as required
- Report any maintenance issues or faults promptly to Guest Experience Manager or Lead
- Ensure all equipment under your control is kept in good working order, is well maintained and ensuring its safe return after use
- To ensure that all chemicals are used and stored in accordance with COSHH regulations, using PPE as and when required to do so
- To undertake any other duty deemed reasonable as required by the Guest Experience Manager, Guest Experience Lead or Head of Commercial Operations

The Candidate

Qualifications & Experience

Essential

- A genuine interest in other people. Active listening skills, a helpful and welcoming manner and open positive body language
- Confidence to open conversations with guests
- Ability to engage with a wide range of people
- Basic understanding of health and safety requirements

Attributes

- Experience of public speaking or delivering tours or commentary
- Self-motivated
- Good organisation and time management
- Good numeracy and literacy skills
- The ability to work in a team or alone
- Able to undertake a range of physical tasks, including, bending, sweeping, climbing ladders, repetitive movements, with some heavy lifting. Working outside for extended periods in all weathers and walking long distances
- An understanding of the values and behaviour expected within this role
- An understanding of how this role supports the delivery of our charitable outputs

Other

- Flexible approach to routines as due to the nature of the work, regular out of hours and anti-social hours will be required particularly in relation to special events
- Regular weekend and bank holiday hours