



Retail, Admissions & Supporter Assistant

We have an exciting opportunity to join the Marwell family in our Retail, Admissions & Supporter team on annualised hours. Annualised hours contracts involve varied hours including bank holidays, weekends, evenings, school holidays and seasonal periods.

The successful candidate will assist with the day-to-day running of the retail and admissions outlets throughout the park, ensuring a warm and welcoming guest experience and maintaining high standards of visual merchandise and general housekeeping.

Applicants must have excellent communication skills, the ability to work well in a team, numeracy skills and good attention to detail.

Due to the need to drive park vehicles, candidates must also hold a full driving license valid for the UK.

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: 25th March 2024

Retail, Admissions & Supporter Assistant

Role Profile

Job Title: Retail, Admissions & Supporter Assistant

Hours: Variable hours, including weekends, Bank Holidays and School Holidays

Location: Marwell Wildlife

Reports to: Retail, Admissions & Supporter Lead

Role Purpose and Role Dimensions:

- Be a key contact for supporter enquiries and to process supporter applications
- To ensure prompt and efficient service within Marwell Wildlife's retail, admissions and supporter outlets ensuring outstanding guest service at all times
- To ensure the highest standards of visual merchandising and housekeeping within Marwell Wildlife's retail, admissions and supporter outlets are maintained
- The delivery of an efficient and accurate service that provides a warm and welcoming first contact for existing and new supporters maximising retention and renewals
- Ensure gift-aid sales are maximised by promoting and up-selling to guests
- To deliver standards of service that delight our Guests
- Support the Retail, Admissions & Supporter Manager and Leads in the delivery of departmental objectives in line with the five year and annual business plans

Financial Dimensions:

- Maximise spend per head and profitability via quality service and appropriate upselling as directed
- Accurate and efficient use of till
- Accurate and efficient cash handling
- Adhere to departmental cash handling policy and procedure

Key Internal Contacts

- Supporter Advisors
- Retail & Admissions Supervisors
- Line Manager – Retail, Admissions & Supporter Lead
- Retail, Admissions & Supporter Manager
- Head of Commercial Operations
- Commercial Director
- Guest Experience Team
- Finance
- IT
- Departmental volunteers

Key External Contacts

- Zoo Guests
- Delivery personnel
- Contractors

The Role

Retail & Admissions

- Provide a warm, welcoming and friendly service that delights our Guests
- Maximise the sale of products within the park's retail spaces
- To accurately sell the correct entry tickets to Guests before entry to the park
- To proactively promote and sell guidebooks, donations, gift aid and annual memberships
- Working to specified targets and key performance indicators
- To ensure that the retail and admissions facilities are maintained in a safe, clean and hygienic condition
- To ensure that deliveries are dealt with efficiently and in accordance with operating procedures
- Dealing with telephone enquiries from the general public
- To ensure that stock is displayed appropriately ensuring stock rotation is carried out

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 Marwell Wildlife
- Attendance of regular team meetings as required
- Compliance with departmental uniform 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
- 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
- Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives
- To undertake any other duty deemed reasonable as required by the Retail, Admissions & Supporter Manager and Leads, Guest Experience Manager or Head of Commercial Operations

Supporter

- To support the Retail, Admissions & Supporter Manager and Lead in covering supporter functions as required. Duties to be covered include:
 - The delivery of an efficient and accurate service, providing a warm and welcoming first contact for existing and new supporters
 - Accurate and efficient processing of supporter applications and enquiries
 - Up-selling day guest tickets
 - Promote benefits of becoming a supporter to our guests
 - Ensure that all direct telephone, post and online supporter application details are recorded accurately
 - Ensure that all applications are processed within the agreed timescales
 - Prepare supporter packs
 - Comply with Gift Aid and GDPR guidelines
 - Cash up at the end of each day and supply documentation to finance

The Candidate

Qualifications & Experience

Essential

- Experience of working in a team
- Basic understanding of health and safety requirements

Desirable

- Previous retail and/or guest service experience
- Cash handling and till operation
- Stock control/rotation
- Full driving licence valid for the UK – due to the use of park vehicles

Attributes

- Good verbal and written communication skills
- Good attention to detail
- Good numeracy and literacy skills
- Visual merchandising skills
- Able to work under pressure
- Able to undertake a range of physically active tasks, including, bending, sweeping, climbing ladders, repetitive movements, some heavy lifting and working outside in all weathers
- An understanding of how this role supports the delivery of our charitable outputs
- An understanding of the values and behaviour expected within this role

Other

- Flexible approach to routines as due to the nature of the work, regular out of hours and anti-social hours may be required
- Frequent weekend and bank holiday work