

Commercial Operations Administrator

We have an exciting new opportunity for a Commercial Operations Administrator to join our team, working 35 hours per week over 5 days (Tuesday – Saturday).

This is a varied role where you will assist with the administration of supporter renewals, applications and direct debits, animal adoptions and experiences, zoo ticketing and guest feedback.

The successful candidate must have excellent verbal and written communications skills and be proficient in IT, in particular Microsoft Office applications. Previous administrative experience is also essential for this role.

Please see the job description below for full details.

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: 26 March 2024

Commercial Operations Administrator

Role Profile

Job Title: Commercial Operations Administrator

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

Hours: 35 hours per week, over 5 days (Tuesday to Saturday) including bank holidays, some evenings and weekend work

Location: Marwell Wildlife

Reports to: Head of Commercial Operations

Management: None

Role Purpose and Role Dimensions:

- To support the Head of Commercial Operations and Commercial Managers in commercial operations administrative functions including supporter renewals, applications and direct debits, animal adoptions and experiences, zoo ticketing and guest feedback
- To support the Head of Commercial Operations and Commercial Managers in the delivery of departmental objectives in line with the five year and annual business plans

Financial Dimensions:

- Adhere to departmental cash handling policy and procedure

Key Internal Contacts

- Retail, Admissions & Supporter Manager, Supervisors and Leads
- Guest Experience Manager and Lead
- Zoo Events Team
- Line Manager – Head of Commercial Operations
- Commercial Director
- Communications Team
- IT
- Department volunteers

Key External Contacts

- Zoo Guests
- Contractors

The Role

Supporter administration

- Accurate and efficient processing of supporter applications and enquiries
- Ensure that all direct telephone, post and online supporter application details are recorded accurately
- Ensure that all applications are processed within the agreed timescales
- Process supporter renewals, capturing requests and actions on the database
- Comply with Gift Aid and GDPR guidelines

Animal adoptions and experiences

- Processing online and manual adoption sales and sending packs as required
- Producing monthly lists of current adopters and updating adopter boards in the zoo

- Manage the animal experience calendar
- Ensure that risk assessments are reviewed and updated
- Regularly checking that all internal and external information is correct and if any changes are required, notifying the relevant teams in a timely manner
- Handling online and telephone financial transactions
- Support the commercial teams in continually improving and developing animal adoptions and experiences

Zoo ticketing

- Creating ticket sessions and limits for day guests and any special events
- Creating plu's and price calendars for zoo tickets

Guest Feedback

- Reviewing and responding to guest feedback and queries, in writing or by telephone, adhering to policy and procedure
- Undertake administrative tasks to a high standard including filing, recording and reporting of guest feedback
- Distribution and recording of complimentary guest tickets
- Comply with GDPR guidelines

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
- 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
- Provide support as required to carry out operation duties within the commercial teams including car parking, hosting animal experiences, staffing Tropical House and special events
- To undertake any other duty deemed reasonable as required by the Retail, Admissions & Supporter Manager and Lead, Guest Experience Manager and Lead or Head of Commercial Operations

The Candidate

Qualifications & Experience:**Essential**

- Previous administrative experience
- IT Skills – Comfortable with Microsoft Office applications
- Excellent verbal and written communication skills, able to write fluently and produce a coherent and appropriate response
- Good numeracy and literacy skills
- Basic understanding of health and safety requirements

Desirable

- Complaint handling experience
- Cash handling experience

Attributes

- Good planning and organisational skills
- 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 will be required
- Frequent weekend, evening and bank holiday work