

## Casual Assistant

We have some exciting opportunities to join the Marwell family on casual contracts. Casual Commercial Assistants will support all the commercial teams at Marwell, including Guest Experience, Catering, Retail, Admissions & Supporter, Events and Environmental Services.

This is a varied role with the opportunity to gain experience with different departments around the zoo. You could be assisting on-board our road train, helping with the day to day running of our catering outlets and shop or assisting with the delivery of special events and conferences.

We have set out the range of duties you may be expected to undertake within the job overview, you may be called to assist in any of the duties in any area and this may change on the day you come in, or during the day you are with us.

Casual work will involve varied hours including weekdays, weekends, evenings, Bank Holidays, and seasonal periods so there is something for everyone!

We have set out the range of duties you may be expected to undertake within this role in the job overview below. If this sounds like something you would enjoy and you would like to join our organisation to become a part of the Marwell Family, please send a completed application form to [jobs@marwell.org.uk](mailto:jobs@marwell.org.uk).

Salary £11.44 per hour.

**Closing Date: N/A**  
**Successful applicants will be invited to interview.**

## Casual Assistant

**Job Title:** Commercial Operations Assistant

**Hours:** Casual, flexible hours

**Location:** Marwell Wildlife

### **Role Purpose and Role Dimensions:**

Commercial Assistants will support all the commercial teams at Marwell, including Guest Experience, Catering, Retail, Admissions & Supporter, Events and Environmental Services.

Whilst we have set out the range of duties you may be expected to undertake within each area, you may be called to assist in any of the duties in any area and this may change on the day you come in, or during the day you are with us.

### **Guest Experience**

- 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.
- Maintain the cleanliness of the road train and support the Guest Experience Hosts in preparing the train for service.
- Maintain the high standards of the whole guest experience, you will actively improve or remedy cleanliness, usability, and visual impact of all guest areas.
- Interact and engage with guests to improve and enhance their experience by sharing your knowledge of the zoo and all species within it.
- Provide on-site car parking during peak times.
- Support the organisation during special events and other occasions.
- Litter picking in all guest areas in the zoo and car park.
- Provide a presence in the Tropical House.

### **Catering**

- Help with the day to day running of the catering outlets.
- Ensure excellent customer service at all times.
- Ensure food safety and health and safety regulations are followed.
- Accurate and efficient use of till
- Report any issues relating to food safety, health and safety and cash handling to your supervisor.
- Work in outlets on your own or as part of a team.

### **Retail, Admissions and Supporter**

- Be a key contact for supporter enquiries and to process supporter applications.
- Ensure prompt and efficient service within Marwell Wildlife's retail, admissions and supporter outlets ensuring outstanding guest service at all times.
- Ensure the highest standards of visual merchandising and housekeeping within Marwell Wildlife's retail, admissions and supporter outlets are maintained.
- Ensure gift-aid sales are maximised by promoting and up-selling to guests.
- To deliver standards of service that delight our guests.
- Accurate and efficient use of till

### **Events**

- Assist the Senior Events Manager in the operational delivery of park and commercial events, conferences and experiences within Marwell.
- Engage with and provide excellent guest service to all guests in line with Marwell's brand values.
- Participate in the setting up/install and taking down of Events and Corporate function areas including cleaning of all areas.
- Actively engage with and support guests during their visit, answering questions and offering help, running activities, servicing refreshments, and giving advice about all aspects of the zoo or Event/Function/Experience.
- Maintain high standards of cleanliness in all event areas.

#### **Environmental Services**

- Clean guest areas in accordance with departmental standards within the structure provided.
- Clean bins internally and externally.
- Ensure stock levels are maintained and reported through departmental procedures.
- Litter picking of all areas in and around the park.

#### **Key Internal Contacts**

Catering Team  
Guest Experience Team  
Retail, Admissions & Supporter Team  
Events Team  
Environmental Services Team

#### **Key External Contacts**

Zoo and Event Guests

## **The Candidate**

### **Qualifications & Experience**

#### **Essential**

- Ability to engage with a wide range of people
- Basic understanding of health and safety requirements
- Ability to work well in a team

#### **Desirable**

- Cash handling and till operation
- Basic food hygiene qualification preferred but not essential as training will be given
- Previous guest service and/or retail experience
- Full driving licence valid for the UK