

Event Operations Lead

Marwell Zoo is a dynamic and unique venue dedicated to connecting people with nature through memorable and impactful experiences

An exciting opportunity has arisen to join the Park Operations team, as an Event Operations Lead.

The Event Operations Lead will play a central role in the successful delivery of Commercial and Park events at Marwell Zoo, while also supporting Fundraising & Stewardship events as required.

This is a hands-on, guest-facing role that ensures events are delivered smoothly, safely, and to a high standard, contributing to memorable experiences for visitors and clients. The postholder will take the lead in the physical setup and delivery of events, support the Event Operations Manager in coordinating casual staff and volunteers, and will actively participate in the Duty Management rota.

As a member of the wider Operations Directorate, the postholder may also support Guest Experiences and be trained to deliver activities such as face painting, character appearances, or driving the zoo train, particularly during major events.

Please see the job description below for full details.

Salary £27,170.95 per annum.

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: 20 November 2025

Interview Dates: 09 / 10 / 15 December 2025.

Event Operations Lead

Role Profile

Job Title: Event Operations Lead

Salary: £27,170.95 per annum

Hours: 35 hours per week. 5 days from 7 - including weekends, evenings and Bank Holidays as required.

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

Location: Marwell Zoo

Reports to: Event Operations Manager

Key Internal Contacts

- Event Operations Manager and wider events teams.
- Park Operations and Guest Experience teams.
- Commercial Team, including Commercial Sales, Retail, Admissions and Catering teams.
- Communications & Design teams.
- Fundraising & Stewardship Team.
- Infrastructure & Landscapes teams.
- Health & Safety Manager.
- Finance Team.
- Animal Care, Conservation, and Education teams.

Key External Contacts

- Park guests and supporters.
- B2B and B2C clients.
- Suppliers & contractors.

Role Purpose and Role Dimensions:

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Key Responsibilities

Event Delivery & Guest Experience

- Lead the hands-on setup, logistics, and smooth running of Commercial and Park events.
- Provide operational support for Fundraising & Stewardship events as required.
- Support with event enquiries and bookings, including processing payments and ensuring excellent customer service.
- Participate in guest-facing event activities, including face painting, character costume appearances, or hosting interactive experiences.
- Deliver additional Guest Experiences or operate the zoo train where required, particularly during peak events.

Team Support & Leadership

- Support the Event Operations Manager in coordinating the work of event assistants, casuals and volunteers.
- Deputise for the Event Operations Manager when required.

Duty Management

- Act as Duty Manager on a rota basis, ensuring smooth operations across the zoo, responding to guest needs, and managing incidents in line with procedures.

Health & Safety & Compliance

- Ensure all event activities are delivered safely and in line with Marwell's policies and procedures.
- Assist with risk assessments and ensure safety requirements are met during setup and delivery.

Operational Support

- Liaise with internal teams and suppliers during event delivery to ensure logistics run smoothly, including getting quotes from suppliers.
- Support the preparation and movement of event infrastructure, including barriers, equipment, and décor.
- Monitor event delivery standards and provide feedback to improve future operations.

General

- Undertake any other reasonable duties as required by your line manager.

The Candidate

Qualifications & Experience

Essential

- Hands-on experience of delivering events or visitor experiences in a public-facing environment.
- Excellent interpersonal and communication skills, with a positive, guest-focused approach.
- Practical skills and willingness to undertake a wide range of tasks, including event setup, guest engagement, and themed activities.
- Confident in handling customer enquiries, bookings, and payments accurately and professionally.
- Ability to lead and motivate casual staff and volunteers.
- Strong organisational skills, able to prioritise and respond quickly in a fast-paced environment.
- Knowledge of health & safety and risk assessments in an operational setting.
- Flexibility to work evenings, weekends, and bank holidays as required.
- Good working knowledge of Microsoft Office applications.
- First Aid qualification (training can be provided).
- Full driving licence (for movement of equipment and train operation).

Desirable

- Experience in a visitor attraction, leisure, hospitality, or entertainment environment.
- Experience in guest entertainment roles such as face painting, character acting, or interactive activities.
- Knowledge of booking systems, CRM systems, and GDPR compliance.
- Passion for wildlife conservation and alignment with Marwell's mission and values-led behaviours.