

Receptionist and Guest Experience Administrator

We have an exciting opportunity for a Receptionist/Guest Experience Administrator to join our Park Operations team, working 20 hours per week, 4 days out of 7

- 10 hours Receptionist
- 10 hours Guest Experience Administrator

As a Receptionist and Guest Experience Administrator you will welcome and assist guests both in person, on the phone and via email with enquiries, offering helpful advice to enhance their future visit and providing a personalised and professional service for those coming in for meetings. The role also includes providing the highest level of guest service to potential guests, booking animal experiences and helping them smoothly through their booking process. The successful candidate will also provide administrative support to the Park Operations Managers, including tasks associated with animal experiences and guest feedback.

The successful candidate must have previous customer service experience and basic IT skills. Excellent organisation and time management skills are essential to the role alongside a friendly and helpful manner with all those you engage with.

Salary: £13,760.35 per annum

- £12.71 per hour for Receptionist hours
- £13.75 per hour for Guest Experience Administrator hours

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

Please see the job description below for full details.

Closing Date: Sunday 21 June 2026

Interview Date: 01 & 02 July 2026

Receptionist and Guest Experience Administrator

Role Profile

Job Title: Receptionist/Guest Experience Administrator

Hours: 20 hours per week (10 hours Receptionist duties, 10 hours Guest Experience Administrator duties), usual working pattern 4 days out of 7, with flexibility required to ensure cover for both functions

Salary: £12.71 per hour for Receptionist duties, and £13.75 per hour for Guest Experience Administrator duties

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

Location: Marwell Wildlife

Reports to: Park Operations Managers

Management: None

Role Purpose and Role Dimensions: To receive and welcome guests, assisting them with enquiries they have about Marwell Wildlife and the services we provide. To always ensure a professional and personalised reception and switchboard service. Undertake the efficient booking and associated administration of guest experiences.

Financial Dimensions:

- Communicating accurate information regarding ticket prices, memberships, and other products (e.g. adoptions, special events etc)
- Undertake the processing of monetary transactions, including by phone
- Very occasional cash handling may be required

Key Internal Contacts:

- Other members of the Reception team
- Park operations managers
- Duty Managers (Oryx 100) and Duty Animal Managers (Oryx 20)

Key External Contacts:

- Zoo guests
- General public and enquirers
- Suppliers and trades enquiries
- Meeting visitors and interview candidates
- Animal and operational Teams

The Role

We expect our reception team to:

- have full current knowledge of our zoo facilities and exhibits including any special events taking place within Marwell Wildlife.
- operate our telephone switchboard in a professional and friendly manner, complying with our telephone answering procedure, and ensuring calls are directed as required.
- assist potential zoo guests with enquiries or requests, providing accurate assistance and information which meets the guests' needs.
- welcome and liaise with guests and VIPs attending meetings at Marwell Wildlife and process their arrival and departure.
- ensure all outgoing post is accurately franked for the correct postage and is included in the outgoing post.
- ensure incoming post is sorted and handled in accordance with the post procedures stated in the department manual.
- order stationery supplies for all departments and teams as requested and ensure supplies are stored appropriately prior to collection by departments and teams.
- order staff welfare supplies (milk, tea, coffee, cleaning products etc) and record collection of these supplies by departments and teams.
- be responsible for managing the zoo's lost property system and ensure all items are stored, handled and potentially disposed of correctly, according to our policy.
- maintain and update the reception intranet page, plus any other updates as directed by the Park Operations Managers.
- support the whole zoo team during, and according to, our emergency procedures and undertake any related tasks as detailed in the department manual.
- ensure all equipment under your control is kept in good working order and is well maintained, and report to your line manager any maintenance requirements in your working space.
- ensure all areas seen by guests are presented to a high standard in line with departmental standards and fully stocked with guest information.
- ensure all work areas are clean and well maintained at all times.
- provide additional administrative support as required.
- undertake any other duties deemed reasonable by the Park Operations Managers.
- identify with and professionally represent Marwell Wildlife's Brand Values, mission and charitable objectives.
- adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required.

We expect our Guest Experience Administrator to:

- Work collaboratively with the guest experience team and animal teams on the delivery of animal experiences for our guests
- Be the guest liaison for animal experiences to ensure a robust and exceptional guest experience.
- Have knowledge and understanding of the booking system.
- Complete and update Risk assessments associated with Guest experience activities.
- Be flexible in weekly working hours to ensure sufficient coverage of guest experience administration. (Approximately 4 hours per day, 5 days a week between 2 members of staff)
- Experience in cash handling and monetary transaction processing.
- Basic understanding of disability/diversity needs and how to accommodate them.
- Demonstrate engagement, capability and positive performance outcomes
- Manage guest experience administration without service disruption.
- Undertake any other duties reasonable to job grade.

The Candidate

Qualifications & Experience

Essential

- Previous customer service experience.
- Experience of working in a team.
- Experience of using Microsoft Office programs (Outlook, Word, Excel) or equivalent
- Basic understanding of health and safety requirements.

Desirable

- Telephone switchboard experience.
- Full driving licence valid for the UK (for occasional use of park buggies).

Attributes

- Excellent communication skills.
- Ability to work well in a team.
- Excellent organisation and time management skills.
- Friendly and helpful telephone manner.
- Accurate record taking.
- Ability to work well under pressure.
- Problem solving skills.
- An understanding of the values and behaviour expected within this role.
- An understanding of how this role supports the delivery of our charitable outputs.