

Park Operations Assistant

Environmental Services

Environmental Services Assistants are an essential part of our team, and they deliver an exceptional guest service, maintain high standards of presentation and safety, and contribute to a positive and memorable visit for every guest. You will be deployed where needed, depending on operational requirements of the Environmental Services Team and their objectives and responsibilities.

We are looking for 2x Park Operations Assistants to work a minimum of 20 hours per week, which will include weekends and bank holidays.

Salary £12.71 per hour.

What our Environmental Services Assistants do:

- Clean guest areas and facilities such as the picnic lodges and toilets within the zoo
- Clean staff areas e.g. Marwell Hall, offices and staff rooms
- Clear guest refuse and recycling facilities
- Undertake leaf blowing and jet washing
- Assist guests visiting the park with any queries
- Litter picking
- Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives.
- Adhere to health and safety policy and procedures

What other Environmental Services Assistant role allows you to see Rhinos, Snow Leopards, Giraffes and a number of other animals during your working day!

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: Sunday 26 July 2026

Park Operations Assistant

Environmental Services

Role Profile

Job Title: Park Operations Assistant – Environmental Services

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

Location: Marwell Wildlife

Hours: Set guaranteed hours each week, with flexibility for additional hours

Reports to: Environmental Services Manager/ Head of Infrastructure

Role Purpose

General Assistants provide outstanding front-of-house support across Marwell Wildlife's Environmental Services Team

You will be deployed where needed, depending on operational requirements of the Environmental Services Team and their objectives and responsibilities. Your purpose is to deliver exceptional guest service, maintain high standards of presentation and safety, and contribute to a positive and memorable visit for every guest.

Key Responsibilities

Environmental Services

- Ensure that the guest toilet facilities within the park are maintained in a clean and tidy condition.
- Clean guest areas in accordance with departmental standards within the structure provided.
- Clear guest refuse and recycling facilities in accordance with departmental daily schedule prior to opening.
- Clean bins internally and externally.
- Monitor guest refuse and recycling facilities at regular intervals rectifying any issues as soon as possible.
- Liaise with management to ensure compactors and all bin facilities including sanitary and nappy bins are emptied by contractor.
- Clean staff facilities in accordance with departmental schedule.
- Undertake leaf blowing in accordance with departmental schedule.
- Complete jet washing in accordance with departmental schedule.
- Ensure stock levels are maintained and reported through departmental procedures.
- Ensure that all chemicals are used and stored in accordance with COSHH regulations, using PPE as and when required to do so.
- Undertake winter cleaning projects as outlined in departmental schedule.
- Report any maintenance issues or faults promptly to the Environmental Services Team Leader.
- Litter picking of all areas in and around the park.

- Maintain standards within indoor and outdoor picnicking areas.
- Monitor and implement pest control measures as required.
- Ensure all equipment under your control is kept in good working order, it is well maintained and ensuring its safe return after use.
- Undertake any other duty deemed reasonable as required by the Environmental Services Team Supervisor, Environmental Services Manager or Head of Infrastructure.
- Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives.
- Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required.
- Ensure that all chemicals are used and stored in accordance with COSHH regulations, using PPE as and when required to do so.

Events & Seasonal Activities

- Assist where necessary with set-up, operational delivery of events, corporate functions and seasonal experiences
- Maintain cleanliness and presentation within event spaces.

General

- Provide a warm, proactive welcome and engage with guests to enhance their visit.
- Efficient handling of guest enquiries and complaints with escalation to Park Operations Managers when appropriate.
- Answer queries, offer support, provide directions and share knowledge to guests park wide in.
- Support congestion control, crowd management and car parking during peak times where required.
- Assist with daily safety, security and emergency procedures and report maintenance issues promptly.
- Undertake relevant training of the role, either online or face-to-face.

Key Internal Contacts

- Environmental Services Team
- Environmental Services Team Supervisor
- Environmental Services Team Manager
- Retail, Admissions & Memberships Team
- Catering Team
- Park Operations/Guest Experience Team
- Events Team
- Animal Teams

Key External Contacts

- Guests
- Suppliers and delivery personnel
- Contractors (when applicable)

The Candidate

Essential

- Ability to engage positively with a wide range of guests from diverse backgrounds and who have different needs.
- Good communication skills
- Ability to work effectively in a team or independently.
- Basic understanding of health and safety.
- Good numeracy and literacy skills.
- Able to work outdoors in all weathers
- Full UK driving licence (for use of park vehicles)

Desirable

- Previous customer service experience

Attributes

- Welcoming, proactive, guest-focused approach.
- Good organisation and time-management skills.
- Willingness to work outdoors in all weather and undertake physical tasks.
- Flexibility to work weekends, bank holidays and occasional evenings, particularly during events.

Other Information

Flexibility and a positive, team-oriented attitude are essential. Due to the nature of the work, occasional out of hours and anti-social hours may be required. Frequent weekend and bank holiday working is required