

Park Operations Assistant

We have an exciting opportunity for Park Operation Assistants to join our Food & Beverage team on permanent - flexible contracts, for 20 hours per week.

Whilst we are primarily looking for individuals to join our Food & Beverage team, Park Operation Assistants deliver excellent front-of-house support across the Food & Beverage, Guest Experience, Retail, Admissions, and Events teams. We are looking for welcoming, proactive people with a guest-focused approach, strong organisational and time-management skills, and the ability to communicate well and work both independently and as part of a team.

The role requires a willingness to work outdoors in all weather conditions and carry out physical tasks.

As this is a varied role, your duties and work location may change from day to day, and you may be moved between departments to meet operational needs. Flexibility and a positive, team-focused attitude are essential.

Salary £12.71 per hour

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 send a completed Marwell application form to jobs@marwell.org.uk

Closing Date: Tuesday 06 October

Interview Dates: Week commencing 05 & 12 October

Disclaimer: We will be reviewing applications as they come in and we reserve the right to close a vacancy earlier than the advertised date if we receive applications that meet the selection criteria. Once a vacancy has closed, we are unable to consider further applications, so please apply early to avoid disappointment.

Park Operations Assistant

Front of House Retail, Food & Beverage, Guest Experience, Events & Admissions

Role Profile

Job Title: Park Operations Assistant

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: Relevant Area Manager / Supervisor (depending on deployment each day)

Role Purpose

General Assistants provide outstanding front-of-house support across Marwell Wildlife's Guest Experience, Retail, Admissions, Food & Beverage, Events and wider park operations.

You will be deployed where needed each day, depending on operational requirements, and may move between teams during your shift. 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

Guest Experience & Park Operations

- Provide a warm, proactive welcome and engage with guests to enhance their visit.
- Run and deliver the VR experience for our guests.
- Offer assistance, answer queries, provide directions and share knowledge of species, plants, exhibits and events. (Fact sheets will be provided). This includes supporting and dealing with guests while manning/staffing animal walkthroughs.
- Support our road train operations including queue management, guard duties, on board guest engagement and commentary, ticket sales, cleaning and checks of train.
- Maintain cleanliness, usability and visual standards across all guest areas, including indoor spaces, animal houses and outdoor zones.
- Support congestion control, crowd management and car parking during peak times.
- Assist with daily safety, security and emergency procedures and report maintenance issues promptly.

Retail & Admissions

- Deliver friendly, efficient service at retail outlets and admissions points, ensuring an excellent first impression and excellent ongoing customer service
- Accurate friendly and efficient processing of entrance tickets, memberships, gift aid, donations and guidebook sales.
- Maximise sales through proactive upselling, meeting KPIs and supporting stock rotation and merchandising.
- Maintain high standards of housekeeping and product presentation.
- Handle cash and card transactions in line with cash handling policy and procedures.
- Assist with deliveries, stock checks and telephone enquiries.

Food & Beverage

- Support the day-to-day operation of Food & Beverage outlets, providing fast, friendly and safe service.
- Operate tills accurately and efficiently, handling cash and card transactions in line with cash handling policy and procedures.
- Maintain cleanliness, hygiene and presentation standards within Food & Beverage areas ensuring guest tables, chairs, highchairs and floor areas are clean and tidy.
- (If, and following relevant training, briefing and guidance being provided and completed, you may help prepare, serve, and package food and beverages following food safety regulations).

Events & Seasonal Activities

- Assist with set-up, delivery and breakdown of park events, corporate functions and seasonal experiences such as Glow Marwell.
- Engage with event guests, run activities, share zoo information, and support refreshments and guest flow.
- Maintain cleanliness and presentation within event spaces.

General Duties

- Litter picking and cleaning of guest areas, paths and facilities.
- Support waste management and stock replenishment in all areas of work as and when required
- Support educational team with school educational visits as necessary
- Ensure all work complies with COSHH, PPE, food safety and other safety procedures.
- Friendly, helpful and efficient handling of guest enquiries and complaints with escalation to supervisors or managers when appropriate.
- Undertake training relevant to all aspects of the General Assistant role.
- Carry out any other duties across other departments of Marwell Wildlife as deemed reasonable.

Key Internal Contacts

Depending on deployment, you may work with:

- Guest Experience Team
- Retail, Admissions & Memberships Team
- Food & Beverage Team
- Park Operations Team
- Events Team
- Environmental Services Team
- Volunteers

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.
- Strong communication skills and confidence initiating conversations.
- 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

Desirable

- Previous experience in guest service, retail, Food & Beverage or events.
- Cash handling and till operation experience.
- If applicable, basic food hygiene qualification (training can be provided).
- Visual merchandising skills.
- Full UK driving licence (for occasional use of park vehicles).

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

Due to the varied nature of the role, **responsibilities and work locations may change each day**, and you may be redeployed between departments to support operational needs. Flexibility and a positive, team-oriented attitude are essential.