

Bristol, Clifton and West of England Zoological Society Ltd

Job Description

Job Title:	Visitor Experience Host
Department:	Visitor Experience
Location:	Bristol Zoo Gardens / Wild Place Project
Reporting to:	Visitor Experience Managers

Job Purpose

- To provide an exceptional, engaging and enthusiastic service for all visitors and members of Bristol Zoo and Wild Place.
- Work as part of the Visitor Experience team covering a multitude of visitor facing functions including retail, admissions, memberships, management of onsite visitor flow, car parks, amenities and grounds.

Main Duties

- Welcome visitors to our car parks directing them to fill the car park according to SOPs.
- Record all retail and admission sales through the accurate and proper use of ticketing /electronic point of sale system in line with the Society's financial and operating procedures.
- Understand and promote donations and the Gift Aid scheme at the point of admission, and to accurately record donor details.
- Maintain a thorough and practical knowledge of emergency procedures.
- Manage the flow of visitors through animal houses, enclosures and public walkways at peak times.
- Engage with the visitors at both sites answering any questions they may have. To remain knowledgeable about our collections, our conservation work, and our products.
- Upsell and process new and renewing membership applications.
- Check that appropriate standards are maintained throughout the day carrying out regular litter picking, emptying of bins, and that the site is clear of guests and secure at the end of the day.
- Assist with light grounds tasks such as leave clearing, raking and sweeping.

Key Performance Indicators

- Positive contribution to departmental Customer Service KPIs, including social media reviews, Visit England assessments and individual customer testimonies.
- Meeting and exceeding individual gift aid conversion targets.
- Accurate daily banking.

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Key Contacts – Internal & External

Internal

All staff from other departments of Bristol Zoo and Wild Place.

External

All visitors and members of Bristol Zoo and Wild Place.

Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- Comply with safe working practices as defined by the Society.
- Complete training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.

General

- Be aware of and adhere to Society policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Society departments.
- Attend training courses as required to meet the requirements of the role.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

Notice period

The notice period required from the role holder is a minimum of 1 month

Working conditions

The basic hours for the role are xx hours a week; however flexibility is required as the Society operates for 365/6 days a year, with 24 hour cover.

The role holder will be required to work any additional hours necessary to satisfactorily fulfil the responsibilities of the role.

Other

- Apply the Society values and behaviors to every aspect of the role at all times.
- Promote and maintain the brand standards of the Society.

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- There may be occasions when the role holder is requested to work in other company locations, or carry out other duties considered reasonable by the Society or its representatives.
- To reflect any changes within the Society during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with the role holder and confirmed in writing.

**Bristol, Clifton and West of England Zoological Society Ltd
Person Specification**

Visitor Experience Host

Person Specification

Attributes	Essential	Desirable
Qualifications and specific training	GCSE's at grade C or above in Maths and English (or equivalent)	NVQ3 Customer Care / Formal Customer Care training / qualification.
Experience	Demonstrable experience of having worked in a customer facing role within a visitor attraction or similar	Experience of working in a customer facing position
Knowledge		Knowledge of charitable membership schemes. Gift Aid and charitable donations.
Skills	Ability to operate IT systems including Microsoft packages and Internet	CLAIT / ECDL / IT qualification Demonstrable knowledge and evidence of using ticketing software.
Personal attributes	Self-motivated Positive attitude to work and solution-focused Excellent communicator able to engage a variety of customers. Able to work independently or as a part of a team. Able to respond flexibly and positively to varying pressures, difficult situations and complaints. Good interpersonal skills, enabling good working relationships within the team and across the Society.	

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Additional requirements	The ability to work outdoors in a range of weather types.	Ability to provide own transport between sites
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