



Education Assistant

Role Description

In a Nutshell

To assist the education team and promote awareness of our education department. You will also support the Education and Research manager and the team in ensuring the smooth operational function of the team at Dartmoor Zoo.

These are your main Tasks

- Assist in the implementation of an education strategy that addresses all forms of education, including development of new programs
- Actively promote our education service to schools, colleges and other organisations to increase uptake of our education sessions.
- Co-ordinate the bookings of school, college and group visits
- Write zoo news and website articles
- Assist in the organisation of zoo education events
- Assist in the general duties involved in the running of the Education Department
- Organise evaluations of teaching sessions
- Communicate to schools the sessions we offer and gather future interest
- Develop and maintain a school communications database
- Assist in creating marketing materials for schools to promote education sessions we offer.
- Host some of the Zoo's animal experiences, ensuring guest experience and satisfaction is high, whilst enforcing time requirements.
- Deliver and assist in some of the education workshop sessions, in support of the Discovery, Learning and Research staff.
- Deliver some of the daily animal talks to large groups of guests, ensuring that they are fun and educational, in support of the Discovery, Learning and Research staff and volunteers.
- Develop a good background knowledge on all the animals, the Zoo's background and our conversation, education and research work to be able to answer any questions.
- Formally and informally interact with the guests at every opportunity, providing an educational experience which enhances their visit.

The Perfect Fit

We'd expect you to have

- Excellent communication skills
- Proven customer engagement skills, for children and adults of all ages
- Experience of presenting to large groups and individuals
- A background in animal care or zoology
- The aptitude to learn quickly, be hardworking and conscientious
- The ability to adapt to any situation, especially when working with children and animals
- A full clean driving licence

This is a part-time (15 hour) role, which may include working weekend and bank holidays.