

In a Nutshell

An outgoing person to host some of the Zoo's animal experiences for individual guests and perform some of the daily public talks to large groups.

These are your main Tasks

- Host some of the Zoo's animal experiences, ensuring guest experience and satisfaction is high, whilst enforcing time requirements.
- Some experiences may include cleaning of the animals, feeding and making enrichment with the guests, as well as providing interesting and educational information.
- Ensure that a high level of care and welfare of the animals is maintained at all times.
- Ensure and encourage the highest level of safety for public and colleagues at all times, by operating in accordance with the Zoo Health and Safety Policy and Procedures.
- Upsell on-the-day animal experiences for guests visiting the Zoo.
- 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.
- Deliver ad-hoc animal encounters to the public.
- Liaise with the Animal Keeper and Discovery, Learning and Research teams on best practices and keep updated on the latest animal changes.
- 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.
- Assist with animal rounds when required.
- Formally and informally interact with the guests at every opportunity, providing an educational experience which enhances their visit.

It's all hands-on deck here at the Zoo!

So while this job description outlines your main tasks and activities, you may be asked to go above and beyond these ... prepare yourself for a variety of tasks that we may not have thought of.

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
- demonstrable animal training experience
- 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 6-month contract position (with a start date in March) and a part-time (30 hours a week Friday-Monday) role, which will include working weekends, school holidays and bank holidays.