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**Visitor Experiences Host**

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| **Job grade** | **level 2** | **Reports to** | **Visitor Experiences Team Leader** |
| **Directorate** | **Visitor Services** | **Function** | **Experiences** |
| **Contract** | **Fixed Term/Seasonal** | **Location** | **Whipsnade** |

**Responsibility for resources**

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| **Direct line reports** | **N/A** | **Responsibility for other resources** | **Responsibility for managing guests outside of Zoo opening hours.** |
| **Financial resources** | **N/A** |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

The Visitor Experiences Hosts are responsible for presenting all of the talks and tours on the overnight experiences (Lookout Lodge, Nature Night and Hullabazoo Sleepovers) at Whipsnade Zoo. They should ensure the safety and comfort of guests throughout the experience whilst endeavouring to go above and beyond to ensure guests have a fantastic experience. They are also responsible for staying overnight to respond to any guest issues and emergencies and being the designated first aider for the guests and staff team.

**Key responsibilities**

* Support the Visitor Services function within ZSL, on the overnight experiences called Lookout Lodge, Nature Nights and Hullabazoo Sleepovers at Whipsnade Zoo
* Welcome guests, and create a safe, relaxed and fun environment
* Entertain and engage guests with animal talks / tours around the zoo
* Co-ordinate and serve guests with welcome drinks and drinks at the end of the evening. Support the restaurant staff with Front of House requirements if needed during dinner and breakfast
* Responsible for Lookout Lodge area, Nature Nights camping Lawn and Hullabazoo Soft play ensuring they are well presented and ready for guests each evening.
* Be the first point of call for any guest issues i.e. late comers, complaints etc. Oversee and resolve, liaise with other ZSL staff if needed
* Provide excellent customer service to our guests.
* Ensure the talks and tours are exciting and engaging, help deliver the experience effectively to a high standard in order to achieve the educational and visitor enjoyment targets set by ZSL
* Effective presentation skills are the main requirement of the Visitor Experiences Hosts however there are opportunities for Visitor Experiences Hosts to become involved in the development of live interpretation events within the ZSL. Key to the Visitor Experiences Host role are excellent interpersonal and communication skills with zoo departments within the ZSL
* Stay overnight on a rota basis in provided accommodation (Lodge, tent or indoor space) to be point of contact for guests in case of emergencies or other issues e.g. First aid.

**Person Specification**

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| Experience |

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| Essential | * Excellent oral communication skills * First Aid Certificate * Full UK driving licence * Enhanced DBS Check * Good organisational/planning skills with the ability to work within strict deadlines |
| Desirable | * Animal related and/or Performance degree course |

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| Knowledge and skills |

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| Essential | * Excellent oral communication skills * Experience working with children and communicating with the public * Previous experience presenting public talks/shows/events * Ability to welcome guests, and create a safe, enjoyable and relaxing environment * Ability to deal with emergency and first aid situations in calm and professional manner. |
| Desirable | * Working in an animal related field * Front of house work / used to dealing with customers / guests * Experience of dealing with emergency situations * Good organisation and problem solving skills |

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| Additional requirements |

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| Essential | * Ability to keep information confidential when required * Understanding of the Health and Safety of all locations, equipment, staff and visitors * There is a wide range of tasks and due to the nature of the business requires a completely flexible attitude. * The job is hands on and governed by the changing needs of the operation. * Flexible approach to working hours including weekends and bank holidays, early mornings, overnight and evenings on a rota basis as standard. * We have a non-smoking working environment. * Willingness to work both indoors and outdoors, with weather conditions affecting comfort levels. * Small amount of manual handling for which training is provided |