###

**Event Ambassador | Christmas**

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| **Job grade** | **Seasonal**  | **Reports to** | **Event Manager** |
| **Directorate** | **Zoos and Engagement** | **Function** | **Engagement** |
| **Contract**  | **Fixed term** | **Location** | **Whipsnade**  |

**Responsibility for resources**

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| **Direct line reports** | **N/A** | **Responsibility for other resources** | **Responsible for equipment maintenance and safe use by visitors during an event** |
| **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**

Events at Whipsnade Zoo provide ZSL with the best opportunity to engage with our audiences, both new and existing, members, fellows and donors. They are a fundamental part of communicating ZSL’s mission and in reaching commercial targets.

The Events Team’s primary objective is to deliver a diverse annual calendar of events including family events during school holidays, membership engagement and commercial events.

The Christmas EA will help deliver a magical Santa experience to all visitors and assist with build and derig of the event.

**Key responsibilities**

* Assist with the delivery of our Christmas events, which reflect and support the objectives and long term strategy of ZSL in building our relationships with all our supporters and to the wider public.
* To assist the Events team in the set-up, running and de-rig of events on site
* To help manage visitors and assist with direction and participation in activities on event days.
* Be responsible for recording visitor data where required
* To ensure the safety of our visitors and the event is kept to the highest standards always
* To ensure event materials are kept well stocked throughout event days

#### **Be a point of contact for queries from contractors including caterers and performers**

#### **Manage visitors’ queries and complaints**

#### **Brief the teams of volunteers as required**

* Liaise with external suppliers/stakeholders as well as with colleagues across ZSL and the public

The duties and responsibilities described are not a comprehensive list and additional tasks

may be assigned from time to time that are in line with the level of the role.

**Person Specification**

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| Experience |

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| Essential | * Working with the general public in a face to face setting.
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| Desirable  | * Previous experience working as part of an event
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| Knowledge and skills |

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| Essential | * The ideal candidate will possess excellent communication skills
* Be confident in dealing with the general public
* Strong diplomacy and a good sense of humour are an advantage
* Flexible to adapt to a constantly changing environment and know when to escalate a situation to higher management
* Ability to multi-task
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| Desirable | * A keen interest in the natural world
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| Additional requirements |

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| Essential | * This post will require extensive outside working with direct exposure to the weather and animals.
* This post is zoo based
* This post requires frequent work during weekends and occasional early mornings/evenings/bank holidays
* Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical)
* To comply with and promote Health and Safety policies and procedures
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