



## Christmas Grotto Head Elf

<b>Job grade</b>	Seasonal  £13.95ph	<b>Reports to</b>	Event Manager
<b>Directorate</b>	Zoos and Engagement	<b>Function</b>	Engagement
<b>Contract</b>	Various hours/Fixed term contract over Christmas event	<b>Location</b>	London

### Responsibility for resources

<b>Direct line reports</b>	N/A	<b>Responsibility for other resources</b>	Responsible for equipment maintenance and safe use by visitors during an event
<b>Financial resources</b>	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.

### Event Summary

The Magic of Christmas at ZSL London Zoo offers a whole host of festive activities to give our visitors everything they need for a jam-packed fun family day out! The event is made up of a Meet Santa experience, Arts & Craft/letter writing station and plenty of other activities to bring the festive cheer!

### Purpose of the role

As a Christmas Elf at ZSL London Zoo you must be able to put the magic and sparkle into The Magic of Christmas event. As an Elf, you will ensure that every visitor both big and small has a truly special experience. You will be given an Elf name and it is essential that you remain in character at all times and have the commitment to the story and narrative to ensure we keep the believability of the magic of Christmas.

As an Elf one of the main roles will be working in Santa's Grotto delivering a paid for experience. Alongside this, you may also be located at our Main Entrance or around site giving all visitors a festive welcome.

As Head Elf, you will be accountable for overseeing a team of Christmas elves within the grotto, leading the team to delivery the highest standard of visitor experience to every guest. You will be the

main point of contact for all grotto guest queries and troubleshoot these effectively and within a prompt timeframe. As Head Elf, you will manage the coordination of the Grotto's schedule, making sure that it runs to time and without delays.

Whilst in character as an Elf, you will be responsible for constantly engaging with visitors, even when just walking across site. Therefore, it is expected that you would have outstanding communication, excellent customer service and engagement skills to ensure that all visitors have the best day out! Of course, a love of Christmas and Santa is essential!

Events at London 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.

## Key responsibilities

- Play a Christmas Elf at London Zoo. This would primary be located in our Santa's Grotto but may be positioned around site at various other Christmas event locations. As an Elf, you will ensure that every visitor both big and small has a truly special experience.
- To assist children with the craft activity in the grotto, and to ensure each child gets their magical time with Santa.
- You will lead in the supervision of a team of Christmas elves, ensuring they all deliver a high-standard of customer service.
- You will take the lead in ensuring all guest queries within the grotto are troubleshooted effectively and managed within a prompt timeframe.
- Ensure the Grotto runs to time and on schedule.
- Assist with the delivery of an expanding programme of the Magic of Christmas event 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 the event 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.

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

Experience	
Essential	<ul style="list-style-type: none"> <li>• Working with the general public in a face-to-face setting.</li> <li>• Experience in delivering excellent customer service is essential. Experience working with children or young people in either a formal or informal environment is essential.</li> <li>• Previous experience working as part of an event.</li> <li>• Previous experience of problem solving in a customer or visitor facing role.</li> </ul>

Desirable	<ul style="list-style-type: none"> <li>• Previous experience of supervising a team</li> <li>• Theatrical or actor background or experience is desirable.</li> </ul>
<b>Knowledge and skills</b>	
Essential	<ul style="list-style-type: none"> <li>• The ideal candidate will possess excellent communication skills</li> <li>• Be confident in dealing with the general public</li> <li>• Flexible to adapt to a constantly changing environment and know when to escalate a situation to higher management</li> <li>• Ability to multi-task</li> <li>• Be outgoing and create a positive and fun working environment</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• A keen interest in the natural world</li> </ul>
<b>Additional requirements</b>	
Essential	<ul style="list-style-type: none"> <li>• This post will require extensive outside working with direct exposure to the weather and animals.</li> <li>• This post is zoo based</li> <li>• This post requires frequent work during weekends and occasional early mornings/evenings</li> <li>• Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical)</li> <li>• To comply with and promote Health and Safety policies and procedures</li> </ul>