



Overnight Experience Host

Job level	2	Reports to	Overnight Experiences Manager
Directorate	Conservation Zoos	Function	Delivery of overnight experiences
Contract	Seasonal	Location	Regent's Park

Responsibility for resources

Direct line reports	N/A	Responsibility for other resources	N/A
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

Overnight Experience Hosts are responsible for engaging with visitors through the delivery of talks, tours and activities onsite, whilst providing a high level of customer service. Hosts should ensure safety and comfort of visitors throughout their Zoo visit, and aim to inspire, inform and empower them about ZSL's mission and work. It is their job to make sure our visitors have had an unforgettable time and really feel they have helped make a difference through the contribution of their admission cost.

Postholders will be assigned to work primarily within the Commercial Overnight Experiences team; on experiences such as the London Zoo Lodges, ZSL's most premium experience. There is potential to work with other operation team, such as the Engagement team, in presenting daily talks and activities onsite day-to-day, but this is dependent on the needs of the site.

Key responsibilities

- Welcome guests/visitors and create a safe, relaxed and fun environment.
- Entertain and engage guests with animal talks, tours, experiences and activities around the Zoo.
- Be supportive of providing a positive visitor experience by answering questions in a friendly and helpful manner, ensuring that visitors leave with a good impression of ZSL.
- Serve refreshments and support the restaurant staff with Front of House requirements if needed during experiences.

- Provide a level of customer experience/hospitality-based services for the London Zoo Lodges experience.
- Assist with the set-up of events and experiences.
- Be the first point of call for overseeing any guest issues i.e. late comers, complaints etc.
- Ensure the health, safety, and security of visitors.
- Maintaining spaces and resources – updating/repairing/replacing resources; as well as reporting defects to the relevant departments in sufficient time.
- Ensuring animal welfare by observing the behaviour, health, and security of animals and reporting any problems.
- Stewarding animal exhibits by engaging with visitors whilst ensuring the health and safety of animals and visitors.
- Develop and maintain good working relationships with various teams across site, particularly with the animal teams.

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"> • Able to demonstrate critical understanding skills, based on higher education qualifications or work-related experience and knowledge (i.e., science, animal welfare, conservation, etc) • Experience in delivering formal/informal talks • Experience working with children or young people in either a formal or informal environment • Experience in delivering excellent customer service
Desirable	<ul style="list-style-type: none"> • Experience working in the hospitality industry
Knowledge and skills	
Essential	<ul style="list-style-type: none"> • Excellent written and oral communication skills • Ability to work independently as well as part of a team • High level of personal time management • Ability to work flexible hours
Desirable	<ul style="list-style-type: none"> • Skills and knowledge specific to natural history and animal husbandry
Additional requirements	
Essential	<ul style="list-style-type: none"> • This post will require extensive outside working with direct exposure to the weather and animals. • This post is fully onsite; travel to London Zoo will be required. • This post requires frequent work during evenings and/or weekends, as well as mornings.

	<ul style="list-style-type: none">• This position is part of a team rota and is required to work at least one weekend day per week.• 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• An enhanced DBS check will be conducted and must be passed.
--	--