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**Visitor Activities/Engagement Officer**

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| **Job grade** | **Organisational Support** | **Reports to** | **Engagement Team leaders** |
| **Directorate** | **Zoos and Engagement** | **Function** | **Engagement** |
| **Contract** | **Fixed Term** | **Location** | **London** |

**Responsibility for resources**

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| **Direct line reports** | **n/a** | **Responsibility for other resources** | **Responsible for appropriate use and maintenance of equipment, props and biofacts.**  **To comply with and promote health and safety policies and procedures.** |
| **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**

Engagement officers play a crucial role in the visitor facing journey delivering excellent customer service and ensure the programme is aligned to ZSL Strategy. Post holders will work Within the Engagement team, hosting seasonal events and helping our visitors to have an enjoyable and safe time in our walkthrough animal habitats. Each interaction is key and one step closer to bring wildlife and people closer together.

**Key responsibilities**

1. Being an ambassador for ZSL at all times by welcoming visitors and creating a safe, relaxed, inspiring, and fun environment that motivates them to want to live in a world where wildlife thrives.
2. Deliver elements of the seasonal events
3. Able to manage a queuing system leading into our walkthrough exhibits, whilst delivering upbeat health and safety information to get visitors ready for the walk through experience.
4. You will be responsible for preparing your first area at the start of each day. You will also be responsible for the end of day shutdown of the area you are based at last.
5. Ensure the health & safety, welfare and security of visitors and animals on site, dealing calmly and effectively with visitor emergencies and sensitive situations.
6. Communication to be as accessible and inclusive as possible.
7. Supporting the visitor welcome volunteers within the walkthrough areas
8. Keeping up to date with activities from across ZSL to ensure conversations are engaging visitors in ZSL’s vision through creating an emotional connection between People and wildlife, and therefore a connection with ZSL’S conservation work in the field.
9. Maintain shared spaces and resources.

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 | * Demonstrable experience and passion for delivering an exceptional visitor experience. * Experience in communicating science and conservation topics to a wide variety of audiences. * Experience working in a fast-paced visitor attraction or customer service role. |
| Desirable | * Performance or biological science qualification or work experience in a relevant field * Experience of working with volunteers.  |  | | --- | |  | |  | |

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| Knowledge and skills |

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| Essential | * Knowledge and understanding of engagement techniques for creating high quality interactions for different audience types. * Excellent people and communication skills, enabling strong relationships. * A keen interest in zoos, conservation, and the environment. * Ability to remain calm and confident under pressure. * Understanding of safeguarding and creating and delivering accessible communication |
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| Additional requirements |

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| Essential | * This post will require extensive outside working with direct exposure to the weather. * This position is part of a team rota and is required to work one weekend day a week. * Strong commitment to creating a culture that lives ZSL values collaborative, inspiring, inclusive, innovative, impactful, and ethical. * Commitment to promoting equality and diversity. * To comply with and promote health and safety policies and procedures. |