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**Engagement Officer**

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| **Job grade** | **Seasonal** | **Reports to** | **Engagement Team leaders** |
| **Directorate** | **Zoos and Engagement** | **Function** | **Engagement** |
| **Contract** | **Seasonal** | **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’s mission. Post holders will work within the Engagement team delivering and developing the daily programme of talks and activities, 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. You will be a natural communicator with an abundance of enthusiasm for performing and endless energy.

**Key responsibilities**

* Act as a passionate ambassador for ZSL, warmly welcoming visitors and creating a safe, engaging, and enjoyable environment that inspires them to support a world where wildlife thrives.
* Deliver and continuously enhance the daily programme of talks and activities, ensuring they are engaging, informative, and aligned with ZSL’s mission.
* Manage queuing systems for walkthrough exhibits while delivering upbeat and informative health and safety briefings to prepare visitors for the experience.
* Take responsibility for setting up your designated area at the start of each day and ensuring a smooth shutdown at the end of your shift.
* Prioritise the health, safety, and welfare of both visitors and animals, responding calmly and effectively to emergencies and sensitive situations.
* Communicate in an accessible and inclusive manner, ensuring all visitors feel welcome and engaged.
* Support and collaborate with visitor welcome volunteers within the walkthrough areas.
* Stay informed about ZSL’s latest initiatives and conservation efforts, using this knowledge to create meaningful conversations that connect visitors with ZSL’s work.
* Maintain shared spaces and resources, ensuring a clean, organized, and professional environment.

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 |

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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. |