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**Team Leader (Zoo Town/Commercial Operations)**

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| **Job level** | Practitioner/Admin (Level 2) | **Reports to** | Commercial Operations Manager |
| **Directorate** | Zoos & Engagement | **Function** | Commercial |
| **Contract**  | Permanent | **Location** | Regent’s Park  |

**Responsibility for resources**

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| **Direct line reports** | Day to day oversight of team members | **Responsibility for other resources** | Responsible for appropriate use and maintenance of equipment  |
| **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**

As a Team Leader, you will play a key role in delivering smooth, high-quality visitor experiences. You’ll oversee the daily running of ZooTown, leading a small team of Play Assistants, ensuring all operational, safety, and presentation standards are met, and serving as the main point of contact on the ground.

This role combines hands-on operational support with team supervision, including conducting pre-opening checks, managing staff rotas, guiding visitor flow, handling on-the-day issues, and escalating concerns where needed.

While your primary base will be ZooTown, you may also be deployed flexibly across other commercial areas such as Retail & Admissions to support wider business needs, helping to ensure consistent service and visitor satisfaction across the Zoo.

**Key responsibilities**

* Conduct required safety and operational checks to ensure compliance with health and safety regulations.
* Supervise and lead a team of approximately 3-4 staff members, providing guidance and support as needed.
* Monitor ZooTown visitor experience and address any issues or concerns promptly and professionally.
* Coordinate with other departments to ensure seamless operations and excellent visitor service.
* Assist in training new staff members on operational procedures and customer service standards.
* Maintain cleanliness and organisation within ZooTown, ensuring a welcoming and enjoyable environment for all visitors.
* Ensure accuracy in admission transaction and supporting setting up of ticketed events for ZooTown.
* Collaborate with the relevant teams to implement improvements and enhancements to ZooTown operations.

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** |
| Essential | * Previous experience in a supervisory or team leadership role, preferably in a visitor attraction or customer-facing environment.
* Experience in providing exceptional visitor experience.
* Strong interpersonal and communication skills, with the ability to interact effectively with visitors and team members.
* Ability to prioritise tasks and manage time effectively in a dynamic environment.
* Flexibility to work weekends, holidays, and evenings as needed.
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| Desirable  | * Knowledge of health and safety and experience in conducting safety inspections.
* Passion for wildlife conservation
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| **Knowledge and skills** |
| Essential | * Intermediate skills in using MS office packages
* Familiarity with managing competing priorities and delegate effectively
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| Desirable | * Working knowledge of ticketing system
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| **Additional requirements** |
| Essential | * Ability to stand, walk, and lift moderate weights.
* Comfortable working in an indoor environment with varying temperatures and noise levels.
* 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
* A DBS check is required for this position.
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