

COLCHESTER ZOO

Colchester Zoo is home to over 180 species and is dedicated to supporting conservation projects around the globe. As an award-winning visitor attraction with over 1 million guests visiting each year, each and every staff member at the zoo works together to ensure that our guests have an enjoyable and unforgettable experience.

Our mission is to provide guests with a first-class experience for all visitors and at the same time, further understanding and respect for all animals. Through visitors' funds, Colchester Zoo undertakes breeding programmes for endangered species and funds in-situ projects around the world.

JOB TITLE: Retail Host

We are looking for a person to fill a vacancy that has arisen in the Retail Services Team at our award-winning zoo, East Anglia's premier tourist attraction.

As part of our organization's mission statement, we aim to provide guests with an excellent customer experience and the successful applicant will make a significant contribution to this by ensuring guests have access to exceptional retail facilities and services of the highest level of quality and service.

Shopping at Colchester Zoo is not your usual 'gift shop' experience. We are proud to have developed an excellent shopping experience that is stocked with quality gifts from 'high end' to pocket money prices. Also situated within our store is a Coffee Lounge which offers takeaway drinks and assortment of snacks. As part of our retail team, you will contribute to the quality by providing an overall visitor experience assisting with customer enquiries, advice and sales at our Outpost store and coffee lounge.

The right person for this job will be able to offer a high standard of service, having a genuine appreciation and understanding of the customer and their individual needs. They will also take pride in ensuring the highest standards of personal and product presentation on the shop floor. No two days are the same at Colchester Zoo.

This job is not just retail service – it is retail service in the wonderful surroundings and environment of Colchester Zoo and we are looking for the right person to join our team!

If you are:

- Hard-working and committed
- Organised and methodical
- Adaptable and willing to learn
- Able to work in a busy and demanding environment
- Patient and pay attention to detail.
- Able to demonstrate good telephone manner and IT skills
- Confident and outgoing with high standards of personal appearance
- Passionate about delivering exceptional guest service
- Courteous, pleasant and calm when dealing with guest enquiries
- Good at working as part of a team

we would love to hear from you!

- KEY RESPONSIBILITIES:**
- Report to management and liaise with other team members to perform the required daily operations and any tasks deemed appropriate.
 - Meet and warmly welcome customers as they enter the store
 - Show interest in our customers and ask customers what they are looking for and show them a range of options
 - Build rapport through conversation and honest recommendations
 - Enter sales on cash registers and handle customer payments
 - Keep up to date with availability of services, promotions and pricing in order to provide advice to guests as necessary and maximise sales opportunities
 - Up-sell extra items when appropriate
 - Replenish, promote and display product lines to maximise sales.
 - Help ensure hygiene and cleanliness within the store
 - Ensure all necessary and appropriate policies have been implemented and are operating in accordance with the Company's Health & Safety Policy
 - Staff and operate our coffee lounge – implementing the policies and hygiene required

This job is very much a job where no two days will ever be the same. It is the perfect job for someone with a can-do attitude who is willing to learn new skills and find a solution to the problem presented.

If you have lots of experience or are looking to get some experience and develop your career, we would love to hear from you, and for you to hear what we have to offer.

SKILLS AND QUALIFICATIONS:

- Punctual, hard-working and able to use own initiative
- A highly motivated individual with excellent retail and guest service skills
- Ability to work calmly under pressure and juggle competing priorities in a busy, fast paced and high-pressure environment
- Excellent and clear communication skills
- Ability to work collaboratively within a team and individually when required
- Maintenance of records relating to tasks performed e.g., bookings and guest contacts
- Ability to interact positively and professionally with the public, and colleagues

EXPERIENCE:

Ideally you should have experience of retail work and front of house roles however full training will be given. You don't need any formal qualifications to work as part of our retail services team however numeracy and literacy skills are important as is the ability to read and understand instructions.

WORKING HOURS:

This is a permanent full-time position of 5 days per week (5/7 days) and you will be required to be available to work in school holidays, bank holidays and weekends, as well as through the week.

Your working hours may vary.

UNIFORM:

Uniform will be provided. Uniform must be worn at all times with a name badge.

SALARY:

To be discussed at interview and subject to successful completion of a three-month probation period.

HOW TO APPLY

If you are interested in applying, please complete the [Colchester Zoo Employment application form](#) (contained on the following pages of this job description) and please ensure all sections of the application form are completed, do not enter 'Refer to CV'.

Send your CV and completed Employment Application Form to retail@colchesterzoo.org

Colchester Zoo recruitment practice ensures compliance with UK employment law. Our recruiting managers undertake appropriate and necessary background checks including references and an applicant's Right to Work in the UK.

All applicants called for interview will be asked to provide documentary evidence of this during the interview process and we are required to take a copy of appointed applicants supporting documents before they commence work.

Closing date for applications: 30 / 06 / 2022

Please be aware that we will only process applications that include a completed application form and CV. We do have a lot of interest in our vacancies, if you have not heard from us after four weeks of submitting your application you should assume you have not been successful on the occasion.

**SECTION FOUR – Continuous Professional Development, other training, current study
(type in information)**

Qualification (Inc. grade)	School / University / Institution	Date Achieved

**SECTION FIVE – Membership of Professional Body, include any offices held
(type in information)**

Qualification (Inc. grade)	School / University / Institution	Date Achieved

SECTION SIX – CURRENT / MOST RECENT EMPLOYMENT (type in information)

Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

SECTION SEVEN – PREVIOUS EMPLOYMENT: (type in information)			
Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

PREVIOUS EMPLOYMENT CONTINUED... (type in information)			
Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

PREVIOUS EMPLOYMENT CONTINUED... (type in information)				
Job Title	Employer	Start Date	Leave Date	Reason for leaving

GAPS IN EMPLOYMENT – please specify reasons and dates for any gaps in employment (type in information)

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SUPPORTING INFORMATION - Please provide any information in support of your application. This should provide us with evidence of the skills, knowledge, personal attributes, competence and experience to carry out with the role for which you are applying (type in information)

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REFERENCES – Please give the details of two referees, one should be your current or most recent employer (i.e. you line manager or Head of Department) References from family or friends are not accepted if you have an employment history (type in information)

Title:		First Name:	
Can the reference be contacted?		Surname:	
Job Title:			
Address:			
Email:		Telephone:	
Relationship:			

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Can the reference be contacted?		Surname:	
Job Title:			
Address:			
Email:		Telephone:	
Relationship:			

DISABILITY – Do you require any special arrangements to be made to participate in the selection process on account of a disability? If yes, please give brief details (type in information)

CONVICTIONS – Have you ever been convicted of a criminal offence i.e. cautions, reprimands or warnings? If yes, please give details of any unspent convictions.

DECLARATION: Please read carefully before signing this application

I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered. I agree that the organisation reserves the right to require me to undergo a medical examination. (Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor). I agree that this information will be retained in my personnel file during my employment and for up to six years thereafter and understand that information will be processed in accordance with the Data Protection Act. I agree that should I be successful with this application, I will, if required apply to the Criminal Records Bureau/Scottish Criminal Records Office for a basic disclosure. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the company, any offer of employment may be withdrawn or my employment terminated.

Signed:

Date: