

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, every staff member at the zoo works together to ensure that our guests have an enjoyable and unforgettable experience.

JOB TITLE: Commercial Services Team Member

We have some really exciting opportunities for you to join our commercial services team and help us to create these memorable experiences for our guests and support conservation whilst working in an excellent environment across several departments.

ADMISSIONS: As our visitors' first port of call when entering the Zoo, you will welcome guests into our admission foyer, operate our ticketing office and assist with queue management. We also help customers with booking school/group visits and the various animal experience products on offer, as well as selling our Zoo passes, PLUS any general enquiries our visitors may have.

CATERING: Having great food and snacks in a clean and safe environment is an important part of any guest's day out. Our Catering team is responsible for providing this via our many and varied many catering outlets around the Zoo. You could be working in an ice cream shop or stall, a snack shop or in our main Penguin's Restaurant – to give a great service we need everyone to play a part whether you are assisting with washing up, clearing and cleaning tables, preparing and serving food or dealing with payments

RETAIL: Shopping at Colchester Zoo is not your usual 'gift shop' experience. We are proud to have developed an excellent shopping experience (with a coffee shop) that is stocked with quality gifts from 'high end' to pocket money prices. 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. You will also assist our admissions team in the main entrance building.

CHILDREN'S ENTERTAINMENT: If you share in the excitement of children having fun then being part of the Children's team is for you. This is our main entertainment team and looks after the needs of our younger visitors! You might be supervising in the Jungle Tumble soft play area, supporting adventures through bug handling and interactive play, helping at the Crazy Sand Shop, plus painting hundreds of little faces, as well as dressing up for themed events or as a zoo 'mascot'.

KEY RESPONSIBILITIES:

APPLICANTS MUST:

- be committed to providing excellent customer service.
- be able to engage and communicate clearly and confidently with guests.
- have an outgoing and approachable personality.
- have confidence in cash handling.
- be flexible and adaptable in a fast-paced workplace.
- be available able to work weekends (including Bank Holidays) and school holidays.

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.

Successful applicants may be mainly based in one service area e.g., catering however at peak times we may ask you to assist across all areas of the service as business needs demand.

HOW TO APPLY

If you are interested in applying, please complete the [Colchester Zoo Employment application form](#). Please ensure all sections of the application form are completed, do not enter 'Refer to CV'.

Send you CV and completed Employment Application Form to vacancies@colchesterzoo.org

We are accepting applications all year round.

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

| Qualification (Inc. grade) | School / University / Institution | Date Achieved |
|-----------------------------------|--|----------------------|
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SECTION SIX – CURRENT / MOST RECENT EMPLOYMENT (type in information)

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

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)

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)

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

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|--|--|--------------------|--|
| Title: | | First Name: | |
| 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: