

COLCHESTER ZOO

Colchester Zoo is home to over 160 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 and volunteer at the zoo works together to ensure that our guests have an enjoyable and unforgettable experience.

ZOO HOST ROLE

The Colchester Zoo Host programme provides you with a fantastic opportunity to develop your knowledge of Colchester Zoo, as well as the chance to experience the workings of a zoo environment and share practical information with our guests.

CRITERIA

- From 9:30 – 4:00 (summer) 3:00 (Winter) with a 30-min rest 1 day per week.
- Ambassadors MUST be at least 17 years old and over.
Please do NOT apply if you are under the age of 17 years as your application will not be considered.
- Be Available for a minimum of 1 day a week.
- Good organisation skills
- Being friendly and approachable
- Willingness to meet people from different backgrounds
- Excellent Interpersonal skills
- Punctuality
- Working in teams
- Confident in responding to questions
- Willingness to be outdoors in all weathers
- Able to move to all areas of the zoo as the role requires
- Knowledge of the zoo is desirable but not required

ABOUT THE ROLE:

To be a Colchester Zoo Host you should be open, friendly, and enjoy meeting and engaging with new people. You will also need to have a good level of confidence and assertion skills. In your role you will be assisting Colchester Zoo and its visitors in a variety of ways, these are detailed below:

GREETER:

- Provide a warm welcome to our guests at entrance advising them on the days events, best routes and answering any other questions as they arise.
- Providing maps to guests

EVALUATION COLLECTION:

- To provide visitors with a variety of feedback methods; face to face surveys, handing surveys out etc.

SUPPORT PAID FOR GIRAFFE FEEDING:

- Under staff direction manage entrance and queuing at the twice daily giraffe feeds.

ROAMING:

- Patrolling Zoo supporting visitors in accessing facilities and events during their visit and providing information about the Zoo.

- SPECIAL EVENTS:** The zoo provides a calendar of themed events such as Halloween and Magic of Christmas and occasional events. Volunteers are encouraged to support these events where they can and are given briefings to do so.
- TRAINING PROVIDED:** You will undergo a training programme to ensure that you have a good understanding of the role, and that you can carry the role out to an appropriate standard. At the end of training and trial period, we will meet you to discuss the training and any support you may need.
- TRAINING AREAS COVERED:** ZOO VOLUNTEER INDUCTION - History of zoo, role of volunteers at Zoo, emergency procedures, what we expect of you and what support you can expect from us, Role of the modern Zoo and Zoo orientation activity.
- NEXT STEPS** A team member will be in touch to invite you to an interest day after reviewing your registration of interest form. Please send to **vacancies@colchesterzoo.org**

COLCHESTER ZOO

REGISTRATION OF INTEREST FOR THE ZOO HOST ROLE

Your name (first and last name):	
Date of birth:	

SECTION ONE - YOUR DETAILS

Address:	
Town:	
County:	
Post code:	
Home telephone number:	
Mobile number:	
Email address:	

Are you a British Citizen or European Economic Area National?	British Citizen European Economic Area National
If 'No' do you have the right to work in the UK?	YES NO
If 'Yes' please attach evidence showing your right to work.	

CRIMINAL RECORDS - YOU MAY BE SUBJECT TO A DBS CHECK	
Do you have any criminal record?	YES NO
If 'Yes' please provide brief details on an attached page.	

SECTION TWO - YOUR AVAILABILITY

Please tick possible volunteering days. We are looking for commitment to 1 day a week:

MON	TUES	WED	THURS	FRI	SAT	SUN
NOTE: Volunteer days you cover may include Bank Holidays						
If your regular volunteering day includes Bank Holidays, would it be realistic for you to volunteer?						
YES NO						

SECTION THREE – YOUR EXPERIENCE

We welcome applications from those with relevant experience, not only formal qualifications.

Period of Employment / Volunteering		Company name and address	Position held with Brief Description of Duties
FROM:	TO:		

ADDITIONAL INFORMATION – Please add anything that you may wish to tell us about yourself. Include any relevant experience in delivering activities to people and evaluating activities.

What skills, interests, or attributes would you bring to the role of Zoo Host?

SECTION FOUR – WHY DO YOU WANT TO VOLUNTEER?

What do you hope to gain from volunteering at Colchester Zoo?

If you are accepted onto the scheme please indicate uniform size you will require:

S	M	L	XL	XXL
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DECLARATION: Please read carefully before signing this application

I confirm that the information given in this form is true to the best of my knowledge.

Signed:	
Print name:	
Date:	