

## **Role profile**

### **Visitor Experience Assistant - Retail**

**Job title:** Visitor Experience Assistant - Retail (part-time)

**Days :** Thursday - Saturday

**Location:** Scottish Seabird Centre, The Harbour, North Berwick

**Reporting to:** Visitor Experience Manager - Retail

#### **Background**

The Scottish Seabird Centre is a conservation and education charity whose purpose is *“Inspiring and educating people about the Scottish marine environment, motivating them to care for it, and supporting conservation projects”*. Based in North Berwick, East Lothian we overlook the marine environment in the Firth of Forth and have over 200,000 visits each year.

We have four key pillars to our work:

- **Conservation** we develop, practically undertake, and promote models of conservation best practice and citizen science.
- **Education** we deliver education programmes, science resources and events and use innovative ways to provide information on the marine environment.
- **Communities** we work in partnership with diverse communities including enhancing the experience for visitors to North Berwick.
- **Experience** we offer a 5-star, year round visitor experience that helps people to make informed choices about the management of the marine environment.

#### **Job description**

We need a retail assistant who loves to help customers have the best experience possible, is keen to share their enthusiasm for our products and who shares the charity’s values and love for our coastal environment. We’re the main information hub of the Centre, so the job is varied and involves not only merchandising and selling to customers, but also promoting all the other aspects of the centre as well as helping people find their way around the local area. At times, you will be asked to help the wider team in the boat office, café, or Discovery Experience, so this role is never dull!

#### **Days of work**

Full time Thursday – Saturday.

Hours 0930-1600 or 1700, winter and 0930-1800 summer.

### **Principal duties**

- Supporting visitors and members with enquiries at the information/ retail desk.
- Support the selection of new products and sale of items in our gift shop that fit with our environmental sustainability policy.
- Ensure all displays and counters are appropriately stocked and presented.
- Process new stock deliveries and participate in stock counts.
- Assist with the development of our online shop content, postage, and packaging of sales.
- Support our exclusive member events.

### **Essential skills and experience**

- Consistent delivery of a high-quality visitor experience, with a customer-focused attitude.
- A confident communicator – verbal and written.
- Organised with an ability to take the initiative and prioritise your work.
- A team player – adaptable and flexible to a varied working environment.
- Attention to detail and providing accurate information.
- Ability to problem-solve.
- Basic maths skills.
- Basic Microsoft systems skills and a willingness to learn our sales system.

### **Desirable skills**

- An interest in Scotland's marine and coastal environment
- An awareness of and alignment with environmental sustainability principles and practice.

### **Our values**

Our values underpin everything we do. We take pride in bringing these to life in all that we do. We are:

- **PASSIONATE** about Scotland's coastal and marine environment.
- **INSPIRE** others to explore and care for Scotland's coastal and marine environment.
- **INNOVATE** with the approaches we use to engage with people.
- **COLLABORATE** with local and national partners to convey the importance of Scotland's marine environment.
- **INFORMED** about the current health of Scotland's marine wildlife and habitats and the actions required to protect it.
- **TRUSTWORTHY** providing reliable information and acting with integrity and without bias.

**Performance:** To be measured against clearly defined measurable and challenging goals.

**Wage:** We pay above the national minimum wage rate.

**Benefits**

- Working for a successful conservation and education charity in a stunning location.
- Pension available.
- Training and development for everyone.
- 20% discount in the Centre's Gift Shop and Seabird Café.
- 10% discount on the Seabird Centre boat trips.
- Free entry to the Discovery Experience, for you and family members (restrictions on numbers apply).
- Free access to a range of Scottish visitor attractions with an Association of Scottish Visitor Attractions card.
- Free access/ special offers for a range of East Lothian attractions with an East Lothian Tourism Attraction Group card.

**Applications:** Tell us why you are keen to work with us in a covering letter and attach your CV. Please send both to [info@seabird.org](mailto:info@seabird.org) by 5pm on Friday 11<sup>th</sup> February 2022.

*Please note: we anticipate a high level of interest in this position and may close the vacancy early once enough suitable applications are received. Therefore, please make sure you complete and submit your application at an early stage.*