

Role profile

Visitor Experience Assistant - Retail

Job title: Visitor Experience Assistant - Retail (permanent)

Working Pattern: Minimum 25 hours, must include Fridays and Saturdays

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 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.

Occasionally, you could be asked to help the wider team in the boat office (seasonal), café, or Discovery Experience, so this role is never dull!

Days of work

Minimum 25 hours, must include Fridays and Saturdays.

Hours: 0930-1600 or 1700 in shoulder months and 0930-1800 in peak season.

Principal duties

- Supporting visitors and members with enquiries at the information/retail desk.
- Opportunity to develop the selection of products and sale of items in our gift shop, with a focus on local products and our environmental sustainability policy.
- Maintain a visually engaging retail environment through thoughtful merchandising and consistent stock management
- 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 and online shop systems.

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
- 35 days annual leave
- Workplace pension
- Training and development opportunities for everyone
- Access to Cycle to Work Scheme
- Access to Health Cash Plan
- GP Advice Line and Counselling Service
- Free entry to the Discovery Experience, for you and family members (restrictions on numbers apply)
- Other benefits include: 20% discount in the charity's Gift Shop and Seabird Café, 10% discount on the Scottish Seabird Centre boat trips, and free access to a range of Scottish visitor attractions with an Association of Scottish Visitor Attractions 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 by **5pm on Friday 14th November 2025**.

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.