

## Role profile

### Visitor Experience Assistant - Retail

**Job title:** Visitor Experience Assistant

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

**Reports to:** Visitor Experience - Manager (Retail)

**Term:** Permanent

**Working pattern:** Between 25 – 37.5 hours, across 7 days per week (minimum of 3 and maximum of 5 shifts per week). **Essential** that post-holders are available to work 2 to 3 weekends, out of four. Occasional evening hours may be required.

#### 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 three 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.

Our charitable work is supported by our not-for-profit Trading Company Scottish Seabird Centre Limited and our 5-star visitor attraction which provides a valuable resource for members and visitors.

#### Job description

Our Visitor Experience Assistants are key members of our team who act as the first point of contact for visitors – welcoming them to the Centre, providing information on what we do and

helping people to learn more about Scotland's amazing marine wildlife and habitats. Your aim is to ensure that our visitors have a genuinely memorable experience. The role provides an opportunity to both gain experience of, and deliver, excellent customer service across our welcome point, retail, discovery experience and boat (seasonal March-October) activities.

This appointment will have an initial focus on supporting the day to day running and development of our retail offer.

### **Principal duties**

We are looking for an enthusiastic person who enjoys proactively engaging with others. You must have a desire to provide excellent customer care and a memorable experience. You should have an interest in Scotland's marine and coastal environment and environmental sustainability, although opportunities to learn more about this will be provided in the role.

#### *General*

- Welcome everyone to the Centre with a warm smile and provide information to them on what they can do when visiting and our wider charitable activities.
- Support the booking systems for our experience activities (boats, discovery, and events) and process admission tickets and/or refunds.
- Promote the benefits of membership and/or our Friends and wildlife adoptions schemes to visitors.

#### *Retail:*

- 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.

The Visitor Experience Assistant will also, where the rota scheduling demands this, be trained to support:

#### *Experience*

- Support visitors get the most from the exhibits, interactives, and remote live cameras within our Discovery Experience.
- Keep informed about local wildlife sightings and report these to visitors.
- Liaise with the boat operators (primarily April – October) to ensure all trips are scheduled and run efficiently to capacity.

#### *Working environment*

- Work safely, observing all Health & Safety policies and procedures.

- Ensure all displays, equipment and public areas are fully operational and clean (special COVID-19 safety measures are currently in place).
- Carry out any other relevant duties as directed, that is within the competence of the post holder.
- Support and participate in special themed events/activities in the Centre.

### **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.
- Proficient with IT skills.
- Basic maths skills.

### **Desirable skills and experience**

- 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 - and when you are available - in a covering letter and attach your CV. Please send both to [info@seabird.org](mailto:info@seabird.org) **by noon on 30 September 2021.**

As we are keen to recruit as soon as possible, please apply now - we look forward to hearing from you!