

Education Guide Position

We have an exciting opportunity for passionate and enthusiastic people to join our education team.

Position - Casual Visitor Experience Guide

Our Visitor Experience team acts as ambassadors for the zoo and its conservation work. The team prides itself on its innovative, informative and highly interactive tours to inspire and assist in the conservation of the natural world.

Visitor experience guides will be expected to:

- Convey a passion for animals and their conservation in a relatable and friendly manner.
- Work creatively both independently and as part of a team.
- Be energetic, adaptable and versatile; undertaking an active role outdoors in a range of weather conditions.
- Possess excellent communication skills, demonstrating a high level of enthusiasm engaging with audiences from young children to adults, in varying group sizes.
- Work confidently and closely with a range of animals (including reptiles and invertebrates) to facilitate positive guest experiences.
- Maintain subtle control of a tour group, handling issues relating to the zoo professionally.
- Utilise constructive feedback to inform ongoing development.

All applicants must:

- Be over 18 years of age
- Possess a current drivers licence
- Possess (or be willing to obtain) a current Working with Vulnerable Peoples Card

Desirable attributes:

- Public speaking/customer service experience
- Qualifications in zoology, biology and/or education
- Availability for a range of shift times through the day and into the evening
- Experience working with children

An information Session will be held at 5:15pm on Wednesday 1st of May. Please park in carpark 4 and enter through our Bistro Entrance. We ask that you fill out the online [Expression of Interest](#) below before attending.