



Visitor Services Assistants
Seasonal Fixed Term Contract runs from March – November 2019
Salary complies with National Minimum Wage

Discover Hastings is recruiting for four Visitor Experience Assistants to join its team for the 2019 season.

This is an exciting role working across three unique attractions in Hastings.

About Discover Hastings

Discover Hastings, owned by Aspro Parks operates three attractions in Hastings; Smugglers Adventure and Hastings Castle both steeped in history dating back to 1066. Our third attraction, Blue Reef Aquarium is situated on the seafront, in the historic Old Town of Hastings. Blue Reef Aquarium has an array of spectacular marine life from native shores to tropical climates.

About the Role

As a Visitor Service Assistant your primary objective is to create memorable guest experiences by anticipating customer needs, being engaging, attentive and knowledgeable through interactive talks, tours, demonstrations, shows, events and education sessions.

You need to bring life to three distinct attractions for all our guests and be confident in delivering exceptional guided tours and talks to English and non English speaking guests. You will play a crucial part in the success of our jam-packed events calendar, taking the lead in organisation and delivery and ensuring all guests want to return.

You will also assist in our admissions, catering and retail operations so there is an element of till work and upselling.

The job involves working variable hours to include weekends, bank holidays and school holiday periods when we are at our busiest. Shift patterns can vary but are usually a 9.30am start with a 4.30pm to 5.30pm finish. Part time and flexible hours are available for the right candidate.

About You

You will be a real team player with strong communication skills, plenty of enthusiasm and energy and a personality that will put a smile on our guests faces throughout their visit!

The ability to present confidently in front of an audience is a must. You will be self motivated with a can do attitude. Experience in performing arts is desirable as is the ability to upsell in a natural and a personable manner.

Apply Now!

If interested, please send your CV & covering letter to: Janeen Yates, Aspro UK Group HR Manager, c/o Blue Planet Aquarium, Cheshire Oaks, Cheshire, CH65 9LF. Or email us at: recruitment@asprouk.com. Your application letter should highlight why you would be able to fulfil this key role within the organisation and clearly demonstrate how you meet our requirements.

Your covering letter WILL be used as a sifting mechanism so make sure it stands out from the crowd!

We are committed to Equal Opportunities.

Work Location: Blue Reef Aquarium Hastings, Rock O Nore Road, Hastings TN34 3DW.

Closing Date: Friday 15th March 2019

We do recognise the time and effort it takes to apply for a position, but as an employer of choice we receive a high volume of applications and in the interests of economy, Aspro UK does not notify candidates who have been unsuccessful in their application; consequently if you have not heard from us within 4 weeks of the closing date, please assume that you have not been successful on this occasion.