



## Deep Sea World seeks a Guest Experience & Cash Office Administrator to join the team!

Role: Guest Experience & Cash Office Administrator

Location: Deep Sea World, North Queensferry, Fife, KY11 1JR

Contract: Part Time

Shift pattern: 4 on 4 off on a rolling basis

Salary - £17,708 per annum (FT), £12,390 pro rata

### Job description

Join the team at Scotland's National Aquarium where we offer visitors the chance to experience the UK's longest underwater viewing tunnel, mysterious coral reefs, majestic sharks and our amazing seal sanctuary. Over 40 displays, including the 4.5-million-litre Underwater Safari with its walkthrough tunnel, are home to hundreds of fascinating creatures, ranging from seals and seahorses to stingrays and giant sand tiger sharks. Located beneath the world-famous Forth Rail Bridge, Deep Sea World is the place for you!

An excellent opportunity for an enthusiastic, motivated, hardworking administrator to join our established team. Do you think you are up for the challenge?

We're looking for individuals who want to join the Aspro team and live our values of:

- Customer Service
- Honesty
- Respect
- Focus on Results
- Teamwork
- Personal development

We are also here to sell fun and this is what makes us so unique. Each day we look at working in a fun and friendly environment. So, if you have a passion to work in the leisure industry, can offer outstanding customer service to all our visitors and you aren't afraid of hard work, then we may just have the job for you!

### Duties/ responsibilities

We're looking for individuals who offer excellent service at all times, who are presentable, professional and friendly with a positive approach to their work, those who can work with, and alongside, other Deep Sea World departments to provide the highest level of customer service at all times.

The Guest Experience & Cash Office Administrator role plays a vital part in the Aquarium, liaising with all departmental managers and customer facing staff as well reporting directly to the General Manager.

Cash office duties include:

- Daily reconciliation of the sales and cash on site,
- Managing floats and cash levels,
- Managing the site's sales and purchase ledgers
- Various additional office administrative duties.

Guest experience duties include:

- Co-ordination of bookings/ events
- Answering customer queries
- Customer complaints management
- Creating memorable guest experiences
- Engaging with customers to meet their needs

- Offering a high level of customer service in all areas of the aquarium
- Additional duties as and when required

Please note this is a relatively autonomous role which can be physically demanding and involves lifting weights of up to 10kg on a daily basis.

## Key Skills/ requirements

We're looking for a responsible and reliable team member who is dependable and hard working. You should be a real team player with strong communication skills, plenty of enthusiasm coupled with the ability to interact with our guests. We're looking for someone who has excellent customer service skills and the ability to 'think on their feet' and take ownership of any issues that may arise. The ability to communicate effectively to all our visitors is key to being successful in this role and a flexible and positive approach is expected to help us meet and exceed our customer's often demanding needs.

Our ideal candidate will be able to showcase their previous experience within a similar role. You will need strong numeracy skills to succeed in this role and you will ideally be educated to GCSE level or equivalent. The nature of our business requires our staff to be flexible in order to allow us to meet the needs of our customers and providing outstanding service at all time. You will need to be available to work part time on a 4 days on, 4 days off rota pattern. Typical hours of work will be 9.00am – 5.30pm with flexibility required to meet the demands of the business

## Why work for us

Aspro Parks is a multinational company which operates more than 60 leisure attractions in Europe. Here in the UK Aspro owns Blue Planet Aquarium, Deep Sea World, Bristol Aquarium, 4 Blue Reef Aquariums, Smugglers Adventure and Oakwood Theme Park.

Our business depends on our visitors enjoying their experience, whether that's leaving our aquariums inspired to caring more about the environment, to thrill seekers riding Drenched, one of the tallest, steepest and wettest water rides in Europe! It takes a very diverse and richly talented team to keep the show on the road and we work hard in getting these individuals on board!

Here at Aspro, we make sure our employees are well taken care of. We recognise that their hard work and dedication are the driving force behind our success. Our work environment is built on mutual respect and professionalism. We have a team of highly knowledgeable individuals with the experience and technical expertise to ensure we are the best at what we do!

## How to apply

If interested, please send your CV & covering letter to: Kim Jones, Aspro UK Group HR Manager, c/o Blue Planet Aquarium, Cheshire Oaks, Cheshire, CH65 9LF. Or email us at: [recruitment@asprouk.com](mailto: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. Equally you can apply on our Indeed platform by searching for Deep Sea World!

Aspro UK are an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.

## Closing Date: Friday, 13<sup>th</sup> September 2019

We do recognize the time and effort it takes to apply for a position, however 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.

Want to work for Aspro UK but don't feel that this position suits your skills or experience? Then why not 'Like' our [ASPRO UK FACEBOOK PAGE](#) - <https://www.facebook.com/AsproUKRecruitment>

Just click on the 'WORK FOR US' tab and then 'CREATE LIVE JOB ALERTS'. You will then be notified of any live vacancies across our 10 sites.