



**Job Title:** Visitor Services Presenter

**Location:** Deep Sea World

**Contract Type:** Variable Hours Contract - The role will be on a rota basis including working weekends, bank holidays and throughout the school holidays during the aquariums peak times.

**Salary:** The remuneration for this role complies with National Minimum Wage.

### **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!

This is an excellent opportunity for an enthusiastic, and motivated individual to join our established visitor services 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 customer 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 Visitor Services team is the public facing side of the aquarium. Involved in all front of house aspects of the aquarium, it is the teams job to pass on information to the visitors through interactive talks, presentations, and also through creature encounters. The team cover all aspects of the customer visit from hosting birthday party's, face painting through to reception duties, and delivering education sessions to school visits.

## Key Skills/ requirements

Our visitor services team is the face of the aquarium, welcoming our customers and guiding them through their journey at the aquarium. As such, we're in search of a people person, who shares our passion for animals, and marine conservation and wants to work in a dynamic, customer facing environment.

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.

Any previous drama or presenting experience is desirable, as well as any previous experience within the leisure and tourism industry, but most importantly, you should be passionate about marine life, education and conservation!

## 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, 20<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) - <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.