



Job Title: Guest Experiences Team Member

Location: Deep Sea World - Fife

Contract Type: Full time

Salary: National minimum wage

Job Description

This is an exciting opportunity for an enthusiastic, hardworking Guest Experiences Team Member with a passion for historical education and animal conservation to join our Guest Experience Team at Deep Sea world.

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!

Duties/ Responsibilities

Customer Service: To provide a world class level of customer service at all times.

Presenting : Responsible for delivering all talk and feed presentations, including correct care and use of resources provided and following all procedures.

Education: Responsible for delivering educational sessions to groups and schools and representing the Deep Sea World "Outreach" programme..

Birthday Parties: To deliver exciting, entertaining and educational birthday parties when requested ensuring that all aspects of the birthday party are catered for.

Sales: Effective contribution to achieving sales targets including the delivery of souvenir guide books, annual membership passes and birthday parties.

Office: Provide office assistance for sales, administration, marketing, bookings and telephone enquiries.

Health and Safety: To ensure all health and safety guidelines are adhered to at all times.

Key Skills

Required

- Applicants must be lively and enthusiastic, and willing to work hard in a busy dynamic environment

- Ideally candidates will have excellent communications skills, exemplary timekeeping and attendance records, and be highly motivated.
- You have great listening skills and able to find out what our customers enjoy.
- A passion for the marine environment.

Desirable

- Previous drama or presenting experience.
- A previous role in the leisure and tourism industry.

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, Blue Reef Aquarium Newquay, Blue Reef Aquarium Hastings, Blue Reef Aquarium Portsmouth, Tynemouth Aquarium, Hastings Castle, 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!

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!

How to Apply

If interested, please send your CV & covering letter to: Kim Jones, Aspro UK Group HR Manager, at: recruitment@asprouk.com. Your cover 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 Aspro UK.

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.

Equal Opportunities

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.