



Role profile

Visitor Experience Assistant - Retail

Job title:	Visitor Experience Assistant - Retail
Location:	Scottish Seabird Centre, The Harbour, North Berwick
Reports to:	Visitor Experience - Manager (Retail)
Term:	Permanent
Working pattern:	Days: Thursdays to Saturdays Time: 0930am to 6pm – summer; 0930am - 4pm – winter Very occasional evening hours may be required.

Background

The Scottish Seabird Centre is a conservation and education charity whose purpose is *“Inspiring and educating people about the Scottish marine environment, motivating them to care for it, and supporting conservation projects”*. Based in North Berwick, East Lothian we overlook the marine environment in the Firth of Forth and have over 200,000 visits each year.

We have three key pillars to our work:

- **Conservation** we develop, practically undertake, and promote models of conservation best practice and citizen science.
- **Education** we deliver education programmes, science resources and events and use innovative ways to provide information on the marine environment.
- **Communities** we work in partnership with diverse communities including enhancing the experience for visitors to North Berwick.

Our charitable work is supported by our not-for-profit Trading Company Scottish Seabird Centre Limited and our award-winning visitor attraction which provides a valuable resource for members and visitors.

Job description

Our Visitor Experience Assistants are key members of our team who act as the first point of contact for visitors – welcoming them to the Centre, providing information on what we do and helping people to learn more about Scotland’s amazing marine wildlife and habitats.

Principal duties

We are looking for an enthusiastic person who has an interest in supporting the development of our retail offer so that it provides the best local and sustainable products that we can offer.

Retail:

- Support the selection of new products and sale of items in our gift shop.
- Ensure all displays and counters are appropriately stocked and presented.
- Process new stock deliveries and participate in stock counts.
- Assist with the development of our online shop content, postage and packaging of sales.

General

- Welcome everyone to the Centre with a warm smile and provide information to them on what they can do.
- Support the booking systems for our experience activities (boats, discovery, and events) and process admission tickets and/or refunds.
- Promote the benefits of membership and/or our Friends and wildlife adoptions schemes to visitors.

Working environment

- Work safely, observing all Health & Safety policies and procedures.
- Ensure all displays, equipment and public areas are fully operational and clean.
- Carry out any other relevant duties as directed, that is within the competence of the post holder.
- Support and participate in special themed events/activities in the Centre.

Essential skills and experience

- A high-quality customer-focused attitude.
- A confident communicator – verbal and written.
- Organised with an ability to take the initiative and prioritise your work.
- A team player – adaptable and flexible to a varied working environment.
- Attention to detail and providing accurate information.
- Ability to problem-solve.
- Proficient with IT skills.
- Basic maths skills.

Our values

Our values underpin everything we do. We take pride in bringing these to life in all that we do. We are:

- PASSIONATE about Scotland's coastal and marine environment.
- INSPIRE others to explore and care for Scotland's coastal and marine environment.
- INNOVATE with the approaches we use to engage with people.
- COLLABORATE with local and national partners to convey the importance of Scotland's marine environment.
- INFORMED about the current health of Scotland's marine wildlife and habitats and the actions required to protect it.
- TRUSTWORTHY providing reliable information and acting with integrity and without bias.

Performance: To be measured against clearly defined measurable and challenging goals.

Wage: We pay above the national minimum wage rate.

Benefits

- Working for a successful conservation and education charity in a stunning location.
- Pension available.
- Training and development for everyone.
- 20% discount in the Centre's Gift Shop and Seabird Café.
- 10% discount on the Seabird Centre boat trips.
- Free entry to the Discovery Experience, for you and family members (restrictions on numbers apply).

Applications: Tell us why you are keen to work with us - and when you are available - in a covering letter and attach your CV. Please send both to info@seabird.org by **noon on 14 November 2024**.

We look forward to hearing from you!