**Job Title** Aquarium Assistant

**Department** Front of House

**Reports to** Front of House Manager

 Hospitality Manager

 Assistant Front of House & Hospitality Manager

 Head Chef

 Catering & Retail Supervisors & Team Leaders

# Primary Objectives

* To be part of a flexible, courteous team dedicated to providing top class service by supporting the customer facing Front of House Departments to provide a pleasant environment to maximise visitor spend and experience
* To deliver the National Marine Aquarium mission: Connecting Us To Our Oceans
* To adhere to the Core Values of the NMA which are: Positivity, Respect, Integrity, Diversity and Engagement

# Duties

* To provide a good quality, value for money experience for all aquarium visitors.
* To work as part of a team who excel in customer care whilst retaining a pleasant and friendly approach to visitors.
* Ensure that you are fully conversant with all systems necessary to carry out your duties.
* Handling of cash including credit card and other methods of payment.

**Retail & Admissions**

* To assist the Front of House Management, Retail Supervisor & Retail Team Leaders to provide a friendly, presentable retail and admissions department, always bearing in mind that you will most likely be the first point of contact to welcome visitors to the Aquarium.
* Assist with ensuring appropriate stock items and levels are maintained, in particular ensuring shelves are stocked and kept tidy and clean.
* Ensure you have good retail product knowledge and take the opportunity to up-sell at point of sale.
* Ensure that every visitor is offered the opportunity to gift aid their ticket donation.
* Assist with stock takes

**Catering:**

* To assist the Hospitality Management, Head Chef and Catering Supervisors and Catering Team Leaders in establishing the food area venues in their own right, ensuring consistency with the National Marine Aquarium brand and ensure it meets with the Aquarium’s aspirations of quality and productivity.
* Assist with ensuring appropriate stock items and levels are maintained in relation to the seasonal nature of our business.
* Ensure all required compliances are met or exceeded including Health and Safety, Food Hygiene, Foods Standards Agency etc
* Maintain cleanliness and full legal compliance of the kitchen and catering areas.
* To undertake catering specific tasks which will include: food preparation, kitchen porter duties, receiving and storing of catering deliveries.
* To undertake customer facing tasks which will include: serving visitors and provision of product information when requested, maintaining cleanliness in customer eating areas.
* Ensure you have good product knowledge and take the opportunity to up-sell at point of sale.

**Functions:**

* To assist the Hospitality Manager and Function Team to undertake corporate hospitality specific tasks which may include: food preparation, servery, set up and break down and kitchen porter duties,

**Front of House**

* To be a key member of the Front of House teams and adopt a flexible approach to the tasks required to suit the business needs
* Undertake Welcome Host role, which includes:
	+ Queue busting on busy days
	+ Welcome Host based at the top of the ramp or other strategic points within the Aquarium on busy days
	+ Welcome Host based on the Barbican
	+ Any other customer facing role arising from busy days to suit the business needs

**General**

* Handling of cash including credit card and other methods of payment.
* To ensure you are productive and occupied. Using your own initiative during quieter periods to fully apply your attention to your duties.
* Undertake training as deemed appropriate to your role
* At all times to behave in a safe and responsible manner in accordance with company Health & Safety policy and the requirements of Health & Safety legislation relating to your responsibilities and to promote and act in the employers best interest.
* To adopt a flexible approach to working hours to ensure the viability of National Marine Aquarium operations (this includes the shift-working pattern)
* To carry out other activities as appropriate on the instruction of the Assistant Front of House and Hospitality Manager, Hospitality Manager, Front of House Manager and Senior Management Team

Signed…………………………………………….. Date…………………………………..

Print Name………………………………………