



## JOB DESCRIPTION

# SEASONAL CAR PARK ATTENDANT



**SAVING SPECIES FROM EXTINCTION | [WWW.DURRELL.ORG](http://WWW.DURRELL.ORG)**

**DURRELL WILDLIFE CONSERVATION TRUST** is a Registered Charity with the Jersey Charity Commissioner, registered charity number. 1  
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**REGISTERED COMPANY NUMBER** 6448493 **REGISTERED OFFICE** c/o Intertrust Corporate Services (UK) Limited, 35 Great St. Helen's, London EC3A 6AP

**PATRON** HRH The Princess Royal **FOUNDER** Gerald Durrell, OBE, LHD **HONORARY DIRECTOR** Lee Durrell, MBE, PhD **CHIEF EXECUTIVE OFFICER** Lesley Dickie, PhD

# INTRODUCTION TO DURRELL

Durrell Wildlife Conservation Trust is an international charity working to save species from extinction. Headquartered in Jersey in the Channel Islands, Durrell focuses on the most threatened species in the most threatened places.

Established by author and conservationist, Gerald Durrell, in 1959, Durrell delivers its conservation mission through our three integrated core areas of operation.



**A centre of excellence  
in animal husbandry,  
research, training and  
education**



**Training future  
conservation practitioners  
and monitoring and  
evaluating conservation  
science which underpins  
all Durrell activities**



**Conservation action  
where it is needed most**

With a track record of 60 years, Durrell leads some of the world's longest running and most successful species and habitat recovery programmes. The quality of our work is equally as important as how we deliver it. Our values, underpin how we approach our work and the work environment we create.



# OUR VALUES

## PURPOSEFUL

We are clear on why we do what we do, are connected as an organisation, we understand and demonstrate enabling / delivery, we are passionate about what we do and work tirelessly to achieve it.

## ACCOUNTABLE

We are accountable for our actions. we act with integrity and always have the best interests of the Trust at heart. We take it upon ourselves to update our knowledge and deliver excellence, and our ethics are of the utmost importance.

## SUPPORTIVE

We develop and encourage our staff, we work as a team, work well with other departments and trust and respect each other. We promote a learning culture, treat people fairly, encourage diversity in the workplace, and value the opinions and views of others.



# JOB PURPOSE

The Seasonal Car park Attendants will be responsible for assisting visitors entering the car park, monitoring the available space and communicating between themselves to efficiently maximise available spaces. They will provide the first point of contact for our visitors into the car park and greet and serve them in a friendly and efficient manner. There may also be a requirement to work in Durrell's other commercial areas.

**SEASONAL CAR PARK  
ATTENDANT**

**DEPARTMENT**  
Commercial/Retail

**REPORTS TO**  
Visitor Centre Supervisor and  
Retail Supervisor

**CONTRACT**  
Full and part time roles available





# KEY RESPONSIBILITIES

- Greeting visitors and directing them into the car park.
  - Communicating with colleagues to ensure spaces are used efficiently to maximise visitors using the site.
  - Where necessary asking visitors to move or repark cars politely but firmly.
  - Assisting coaches, mini buses and other larger vehicles to park correctly during peak periods.
  - Answering general queries, including but not limited to admission prices and opening times.
  - Keeping the car park tidy using the bins provided.
  - Monitor in-house radio communication for emergency calls and summon emergency services if required.
  - Any other reasonable duty requested.
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# KEY RELATIONSHIPS

- Visitor Centre Supervisor and Retail Supervisor
- Visitor Centre Team
- Site Services
- Zoo members and visitors



# KNOWLEDGE, SKILL AND ABILITY

- Experience in dealing with the general public and visitors.
  - A cheerful, flexible and helpful manner.
  - Good communication skills.
  - Willing to work weekends, Bank Holidays and Durrell events and to take leave in line with business operating needs.
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## BEHAVIOURS

- Must be a friendly, welcoming and engaging people person.
- Team spirited and inclusive, supportive approach.
- Sets and promotes a positive example, a "can do" attitude is vital.
- Demonstrates initiative and accountability in problem solving.
- Ability to remain calm under pressure.
- Maintains a professional, polite, positive and respectful level of communication with visitors, colleagues and volunteers.



# OUR LOCATION



Durrell Wildlife Conservation Trust, Les Augres Manor,  
La Profonde Rue, Trinity, Jersey, JE3 5BP