

Job description

Hospitality Assistant



Saving Species from Extinction | www.durrell.org

Durrell Wildlife Conservation Trust is a Registered Charity with the Jersey Charity Commissioner, registered charity number: 1
Durrell Wildlife Conservation Trust - UK is registered in England and Wales. A charitable company limited by guarantee. **Registered charity number** 1121989
Registered company number 6448493 **Registered office** c/o Intertrust Corporate Services (UK) Limited, 1 Bartholomew Lane, London, EC2N 2AX

Job Purpose

To provide a warm, friendly, and high-quality food and beverage service that creates a positive and memorable experience for every guest at Jersey Zoo. The Hospitality Assistant supports the smooth daily running of the hospitality operation while working as part of an enthusiastic team in a unique, conservation-focused environment.



Hospitality Assistant

Reports to

Food and Beverage Manager

Term

Permanent

Hours

Full time

Location

Jersey Zoo

Key Responsibilities

- Deliver high-quality food and beverage service across café operations, events, and all meal periods.
- Provide a warm, welcoming, and proactive service, anticipating guest needs and responding positively to enquiries and feedback.
- Accurately take orders, process payments, and operate the POS system.
- Prepare and serve food and beverages, including barista-style drinks, in line with quality, presentation, and recipe standards.
- Promote menu items, offers, and facilities to enhance the guest experience and maximise sales.
- Maintain excellent standards of cleanliness, food safety, and hygiene across front- and back-of-house areas.
- Complete opening and closing duties, stock checks, and daily operational tasks efficiently.

Knowledge, Skill and Ability

- Strong customer service skills with the ability to communicate confidently and professionally with guests and colleagues.
- Ability to learn and discuss menu items, make recommendations, and handle guest queries effectively.
- Basic food hygiene, health and safety, and safe equipment-handling knowledge (training provided where required).
- Competent in handling cash and electronic transactions accurately.
- Ability to work efficiently in a fast-paced environment while maintaining attention to detail.
- Good organisational skills, including stock rotation, storage, and waste reduction.



Behaviours and Values

- A positive, enthusiastic, and team-focused approach with a flexible attitude to duties and shift patterns.
- Reliable timekeeping, attendance, and a strong sense of personal responsibility.
- Commitment to maintaining high professional standards and following company policies and procedures.
- Willingness to support and train new team members and provide cover when required.
- Acts as a positive ambassador for Durrell, aligning with our values, safety standards, and conservation-focused mission.



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.

