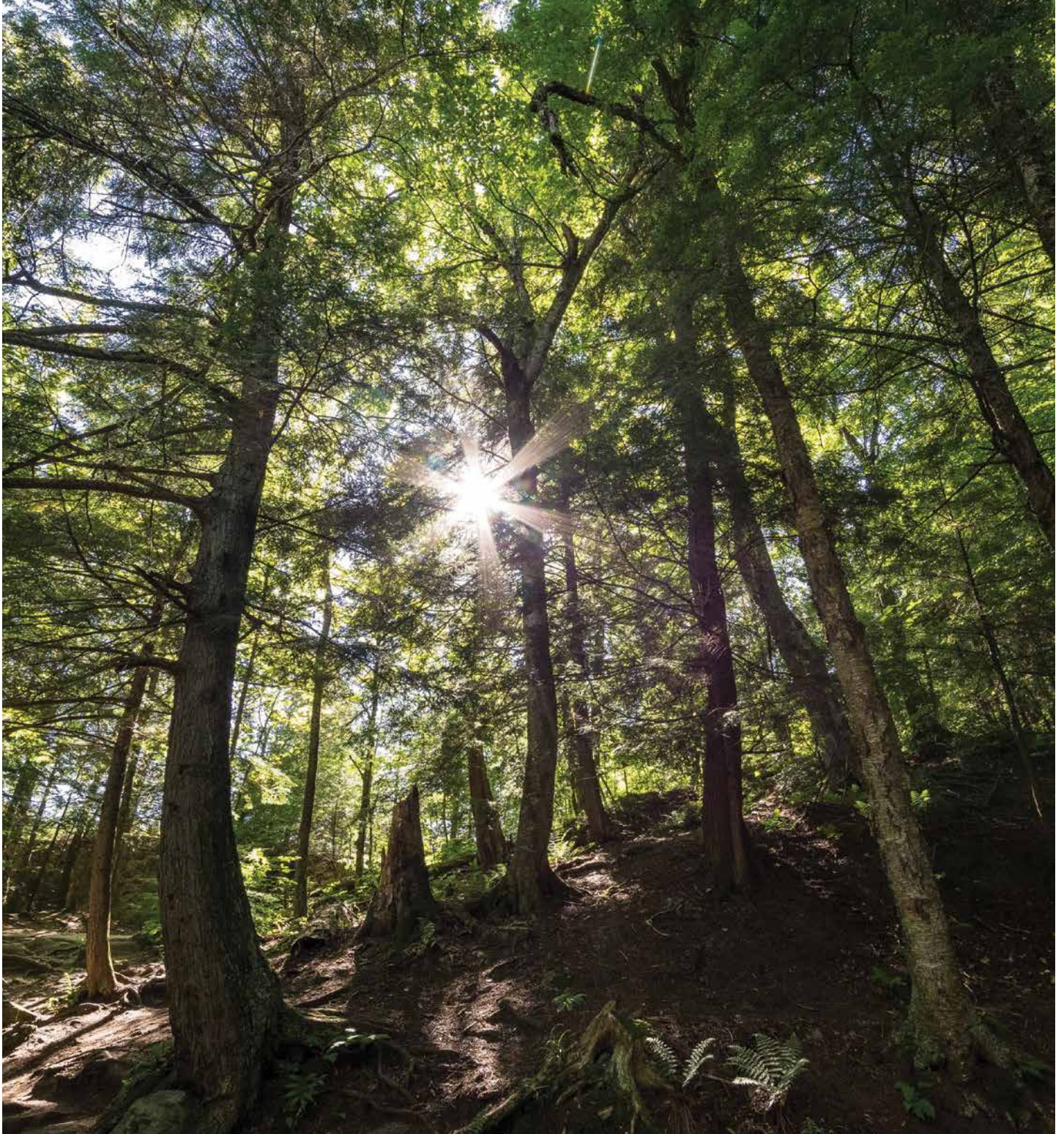




## Job description

# Commercial Assistant (Zero-hours)



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  
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 support the delivery of excellent commercial and visitor experiences across Durrell's retail, visitor centre, supporter engagement, and front-of-house food and beverage operations. The role is flexible and customer-facing, contributing to income generation while ensuring high standards of service, presentation, and professionalism in line with Durrell's values and conservation mission.

## Commercial Assistant

**Department**  
Commercial

**Hours**  
Zero-hours

**Location**  
Jersey Zoo



# Key Responsibilities

## Customer, Visitor and Supporter Experience

- Deliver a consistently high standard of customer service across all commercial areas
- Welcome visitors, supporters and members in a friendly, professional manner
- Handle enquiries in person, by telephone and email, responding promptly and courteously
- Build positive relationships that encourage support for Durrell and repeat visits

## Visitor Centre, Admissions and Memberships

- Sell admission tickets accurately using till and CRM systems
- Assist members with entry queries and membership benefits
- Process new and renewed memberships when required
- Provide visitors with information such as maps, guidebooks, events and talks
- Accept donations and record details where appropriate

## Retail and Charity Shop Operations

- Operate tills and handle cash and card transactions accurately
- Assist with sorting, pricing, merchandising and replenishment of stock
- Maintain clean, tidy and well-presented retail spaces
- Assist with stock deliveries, stock checks and rotation
- Support volunteers and work collaboratively with shop teams
- Use safe manual handling techniques; training and equipment provided

## Front of House Food and Beverage (FOH F&B)

- Provide friendly, efficient front-of-house service in cafés, kiosks and catering outlets
- Take food and beverage orders and process payments accurately
- Prepare and serve food and drinks in line with food safety and hygiene standards
- Maintain high standards of cleanliness, presentation and customer areas
- Support kitchen and catering colleagues during busy periods

## Operational and Team Support

- Assist with opening and closing procedures as required
- Work flexibly across different commercial sites and functions
- Follow all health & safety, food hygiene, cash handling and security procedures
- Monitor in-house communications and respond appropriately to incidents or emergencies
- Provide cover at other Durrell commercial sites when required
- Undertake any other reasonable duties consistent with the role



# Knowledge, Skill and Ability

## Essential

- Strong customer service ethos and positive, approachable manner
- Good communication and interpersonal skills
- Ability to remain calm and professional in a busy environment
- Reliable, flexible and willing to work variable hours
- Ability to work independently and as part of a team

## Desirable

- Experience in retail, visitor attractions, hospitality or food & beverage
- Experience using tills, EPOS or CRM systems
- Awareness of food safety and hygiene standards

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# Behaviours and Values

- Team-spirited, inclusive and supportive
- Acts with integrity and accountability
- Takes pride in delivering high standards
- Demonstrates initiative and a “can-do” attitude
- Always represents Durrell positively



# 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.

