

JOB DESCRIPTION – EDUCATION OFFICER

PURPOSE OF THE JOB

Working as part of a team to deliver a memorable and enjoyable experience for all guests through the attractions education offer. Ensure that all guests and potential guests to the attraction receive the highest level of guest service at all times.

Regardless of the task in hand, together at Continuum we will have fun and make money – in that order!

KEY ACCOUNTABILITIES

- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction
- Contribute to the commercial success of the attraction by promoting the attraction to prospective guests.
- Ensure all operations conform to legal regulations with regard to health and safety hygiene requirements.
- Take pride and accountability in the appearance of the attraction.
- Ensure the guest experience is delivered to the very highest standards, whilst endeavouring to make each visit feel memorable.
- Manage and coordinate all education suppliers and develop their practice and approach.
- Ensure the education offering is of a high standard whilst maintaining value for money.
- Make sales calls and target emails to promote the education offer and drive numbers and income to, or above, budget.
- Plan, organise and provide a wide range of educational workshops for school parties taking note of changes and developments in the local offer and in the national curriculum.
- Manage visits by school parties by circulating schools with information, take bookings, coordinate the visits and meet and brief the schools on arrival
- Proficient use of the till and booking system.
- Deal with all guest feedback professionally.
- Attend all training sessions and team meetings as required.

- Work towards OKR's and personal development blueprint.
- Ensure that all policies and procedures are adhered to
- Identify any suggestions for improvement to enhance the guest experience within the attraction.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS