

Job title: Narrator (Level 2)**Job family:** Engagement, Learning and Entertainment**Job ref:** ELE004

Job family definition

Roles within the Engagement, Learning and Entertainment job family focus upon the Eden experience, providing activities, learning programs, encounters and events, which engage, inspire and entertain, thus enhancing individuals understanding, experience, skills and enjoyment.

Role purpose

To develop skills and inspire you with the Eden passion required to put the customer first and deliver a world class experience. The role of the level 2 Narrator is to greatly intensify visitors' engagement through authentic conversation as well as hosting engagement stations for a mixed audience. Good presentation skills and learning styles are required to ensure that nobody leaves Eden without 'getting it'. The team will ensure a one-team working and a sharing of skills and knowledge, whilst enhancing and protecting the Eden ethos and educational experience.

Key accountabilities

1. Aspiring to greet every visitor with eye contact, a smile and a 'hello' as you walk by them, maximising opportunities for engagement through conversation, props and stories using flair, theatre or play.
2. You will have a thorough knowledge of the Guide book and have a clear understanding of Eden's aims and ethos.
3. Aim to understand and assist every visitor with their H&S and welfare in mind. Working with your team and team leaders to ensure that concerns, problems, lost and vulnerable persons and first aid incidents are dealt with appropriately.
4. Work with Team Leaders and colleagues in ensuring that everyone supports each other seamlessly and that the best possible visitor day is delivered through a range of eclectic messaging and seasonal programs. Featured activities and areas of work within the team include stewarding the Sessions (annually in June/July), hosting the Lookout in the Rainforest biome (open all year) and the Ice Rink (seasonal).
5. Work with Team Leaders and colleagues in ensuring that your areas of work are always looking clean and tidy. Be able to put yourself in the visitors' shoes and act as the supporting eyes, ears and nose of the site if feel that our visitors' expectations are not being met.

Demands of the role

Education & qualifications	Relevant training or qualifications in customer service (NVQ). First Aid at Work and Health and Safety training at a minimum level 2. Presentation skills or training.
Knowledge & skills	ICT literate with a basic working knowledge of Microsoft Office applications. The ability to work with others and on your own to learn Eden's aims and ambitions as well as current themes for the working day.
Decision- making	Make day to day decisions with the Team Leaders in order to ensure that the daily delivery is seamless. Any complex, business critical decision making will be escalated to the Site Manager.
Resourcefulness	Self-motivated with the ability to work on your own and as a team to tackle challenges head on with a positive, can-do attitude. The ability to work with other teams to plan and schedule delivery on site in the most organised and streamlined and sometimes creative way possible, often to extremely tight deadlines.
People & asset management	Strong character, team player and a 'can do' attitude. When required, to assist less experienced colleagues and apprentices. Shared responsibility for the security and care of equipment, tools, supplies and areas of work, in particular the biomes and Lookout. Responsible for cash handling during the Ice Rink season.
Communication & visitor experience	Communicate well at all levels with the ability to feed back to the Narrator Team when needed. Positively champion and promote the visitor experience through all aspects of your role. Provide the highest level of support to the team.
Operational environment	This role is an operational and active role based in challenging environments due to factors such as climate, heights, crowds and noise. It is based on site in a visitor facing environment at all times. In order to meet operational site needs you will be required to work weekends and some evenings during the seasonal programs.