

COLCHESTER ZOO

Colchester Zoological Society is home to over 150 species and is dedicated to supporting conservation projects around the globe. As an award-winning visitor attraction with over 1 million guests visiting each year, every staff member at the Zoo works together to ensure that our guests have an enjoyable and unforgettable experience.

JOB TITLE: Play Area Assistant

As part of our Children's Play Area Team, you will provide guests with an excellent customer experience by ensuring visitors have access to safe and constructive play activities. The right person for the job must be able to energise and engage with younger guests and adult companions with enthusiasm, motivation and a passion for inspiring and bringing added fun to the visitor experience.

If you are:

- hard-working and committed
- organised and methodical
- outgoing and adaptable and willing to learn
- able to remain pleasant and calm in a busy and demanding environment
- patient, professional and courteous when dealing with guest enquiries
- confident and outgoing
- passionate about delivering exceptional customer service
- flexible and adaptable to changes
- able to work well as part of a team and independently

we would love to hear from you!

- KEY RESPONSIBILITIES:**
- Ensuring that all guests receive a friendly welcome.
 - Supervising play area activities and events ensuring that guests follow rules and guidelines.
 - Supporting engaging activities in our interactive and bug encounter areas.
 - Handling of customer payments within outlets around the Zoo including- Jungle Tumble, Sand Shop and Face Painting.
 - Maintaining the cleanliness of equipment in the department.
 - Contributing to special events and performances including on stage, in costume or around the zoo as a mascot.
 - Assisting visitors at our Australian rainbow lorikeet, ring-tailed lemur walkthrough habitats and bug handling station.

- SKILLS AND QUALIFICATIONS:**
- Excellent communication skills for a range of customer needs and abilities.
 - Ability to work both collaboratively within a team and individually.
 - Ability to work under pressure in a fast-paced environment.

- EXPERIENCE:**
- Experience working with children is preferred but not required.
 - Experience in drama or performing arts is desirable but not required.

WORKING HOURS: This is a zero-hour position with the opportunity to work up to 5 days per week during the holidays.

Applicants must be available to work at weekends and across holiday periods, after completing a probationary period. Availability to work at least one day during weekday term time is also required.

A limited number of evening shifts are required mainly during special events such as Halloween and Christmas. Finish times vary throughout the year in line with the opening hours.

EVALUATION: Successful candidates will be required to submit details for reference checks. The probationary period will be 6 months.

UNIFORM: Uniform will be provided. Uniform must be worn at all times.

SALARY: To be discussed at interview.

HOW TO APPLY

If you are interested in applying, please complete the [Colchester Zoo Employment Application Form](#). Please ensure all sections of the application form are completed, do not enter 'Refer to CV'.

Send your CV and completed Employment Application Form to kalahari@colchesterzoo.org

Closing date for applications 22nd August 2026.

Please be aware that we will only process applications that include a completed application form and CV. We do have a lot of interest in our vacancies, if you have not heard from us after four weeks of submitting your application you should assume you have not been successful on the occasion.