



## JOB DESCRIPTION

# AIRPORT CONCESSION ASSISTANT



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

# 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.



# JOB PURPOSE

To maximise the sales potential of the Jersey Zoo concession located in the departures area at Jersey Airport, providing excellent customer service and creating a unique shopping experience which enhances understanding of the wider work of Durrell Wildlife Conservation Trust.

**AIRPORT CONCESSION ASSISTANT**

**DEPARTMENT**  
Commercial

**REPORTS TO**  
Airport Concession Manager

**LOCATION**  
Jersey Airport



# KEY RESPONSIBILITIES

- To be part of a small team of full and part-time Airport concession staff, providing a consistently high level of customer service to departing passengers.
  - Greeting and assisting customers with their choice of goods in the shop, recommending suitable products when appropriate.
  - Packing, wrapping, and taking payment for goods.
  - Approaching all enquiries in a professional, timely and courteous manner. This may be in person, on the telephone or via email.
  - Creating attractive and engaging product displays following merchandising guidance from the Concession Supervisor.
  - Taking delivery of stock, ensuring all deliveries are checked, priced, and stored in a timely manner.
  - Keeping up to date with current stock availability, communicating this information to colleagues and customers when necessary to maximise sales opportunities.
  - Assisting with stock taking.
  - Contributing to the day-to-day concession administration, such as banking, answering emails, receiving calls, and completing reporting tasks.
  - Ensuring that the shop premises are always clean and tidy.
  - Promptly responding to any customer complaints regarding unsatisfactory service and/or unsatisfactory quality of merchandise, including all refunds as appropriately requested from time to time by any customer, referring to a line manager when required.
  - Collating and reporting on customer feedback to line manager.
  - To be aware of the overall Airport concession objectives, how they relate to you, and how your daily activities contribute to the success of the department.
  - Attending training sessions held by Ports of Jersey to develop skills and knowledge regarding the operational functions of the Airport and understanding of daily flight schedules, to promptly and courteously direct and assist passengers in and around the Airport.
  - Working with the Supporter Care Coordinator and Fundraising Manager, to maximise membership and fundraising opportunities within the concession.
  - Collaborate with Fundraising and Marketing teams to convert visits into long-term support of Durrell's mission.
  - Maintaining and developing good channels of communication with Durrell clients and colleagues, local communities and organisations.
  - Occasionally providing cover at other Durrell retail sites when the need arises, or any other reasonable duty requested that is consistent with the post.
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# KNOWLEDGE, SKILL AND ABILITY

- A positive, flexible, and helpful manner.
- Able to interact with large numbers of visiting public.
- A clear communicator with an ability to deliver messages accurately and swiftly.
- A strong attention to detail and an ability to accurately identify and investigate discrepancies, particularly regarding deliveries and cashing up tills.
- Ability to work with peers and appreciate the challenges and pressures of other departments.
- Willing to work weekends and bank holidays, and to take leave during non-peak times.

# BEHAVIOURS

- Team spirited and inclusive, supportive approach.
- Sets and promotes a positive example.
- A positive outlook and a 'can do' attitude is vital.
- Demonstrates initiative and accountability in problem solving.
- Ability to remain calm under pressure.
- Accepting of other's strengths and weaknesses.
- Maintains a professional, polite, positive, and respectful level of communication with colleagues and volunteers.
- Respectful of the opinions of others and willingness to collaborate.

**This job description may vary from time to time according to the needs of the Trust and should not be regarded as an inflexible specification.**



# TEAM ORGANOGRAM

