

Job title: Visitor Experience Assistant

Location: Scottish Seabird Centre, The Harbour, North Berwick

Reports to: Visitor Experience Manager

Hours: Minimum 24 hours per week

Salary: £13.13 per hour

Status: Permanent and seasonal roles available

Join our team and inspire a love for Scotland's marine wildlife!

Are you passionate about delivering outstanding customer experiences and sharing the wonders of Scotland's marine and coastal environment? As a Visitor Experience Assistant, you'll be the friendly face of the Scottish Seabird Centre, welcoming visitors and ensuring their time with us is unforgettable – and inspiring a love for seabirds, wildlife and our seas.

This dynamic role offers the chance to engage with people across our welcome desk, retail shop, Discovery Experience, and boat trips. No two days will be the same as you help visitors connect with our mission and create lasting memories.

You'll play a vital role in bringing our charitable work to life—whether by guiding visitors through our interactive exhibits and live camera feeds or sharing fascinating insights about Scotland's wildlife. And you'll raise vital funds for our charity by recruiting new members and helping make our appeals succeed, helping us save seabirds, restore seas and inspire change. This is a fantastic opportunity to develop your skills in customer service and environmental education - all while working in a stunning coastal setting.

The Scottish Seabird Centre

The Scottish Seabird Centre (SSC) works to ensure that Scotland's seas and coasts are alive with wildlife, celebrated and protected by all. We act to save seabirds and restore Scotland's marine environment through conservation, learning, and unforgettable wildlife experiences:

Conservation – We manage internationally important seabird islands, including Bass Rock, which is home to one of the largest gannet colonies in the world, and Craigleith, where our community conservation project, [SOS Puffin](#), has quadrupled the population of breeding puffins.

Learning – We seek to build an understanding of and a passion for the marine environment. Over 60,000 children and young people have engaged with our education programme.

Experience – We operate one of the leading nature visitor centres in the UK, welcoming over 170,000 visitors a year, and were awarded the Gold Green Tourism Award in April 2025.

If you want to find out more about our charity and the work you could help us make happen, [have a look at our new strategy](#).

Physical Requirements:

This role involves active, hands-on work, including standing and moving for extended periods. We welcome applications from all candidates and will consider reasonable adjustments to enable applicants with disabilities to perform the role.

Key Responsibilities

Welcome and Inspire Visitors

- Greet visitors with enthusiasm, providing information about our exhibits, activities, and charitable work.
- Help visitors make the most of their visit, from booking boat trips and Discovery Experience sessions to processing admissions.

Raise Vital Funds

- Sign up new members by engaging customers with the vital work of the charity.
- Encourage donations to our appeals.
- Support good stewardship of our members by thanking them and sharing how they are helping us have a bigger impact.

Deliver Engaging Experiences

- Bring our Discovery Experience to life by engaging visitors, supporting them to explore our interactive exhibits and live camera feeds.
- Work closely with our volunteers, who work with the staff team to engage visitors and ensure all activities run smoothly.
- Deliver presentations and other activities to engage and educate our visitors about the incredible seabirds and marine wildlife in the area (training provided).

Retail and Customer Service

- Staff our Information and Retail counter, greeting visitors, dealing with enquiries and encouraging them to visit the Discovery Experience and take part in other activities.
- Process retail sales, ensure displays are inviting and stock is well-managed.
- Provide excellent service at the till and online, helping customers find the perfect sustainable souvenirs!
- Support our café during busy periods.

Boat Trips (Seasonal, March–October)

- Process bookings, share exciting details about what visitors might see, and respond to any enquiries they might have.
- Encourage boat trip customers to extend their visit by adding a trip to the Discovery Experience into their day.
- Manage cancellations or refunds.

General

- At peak times you may help keep our café running smoothly by clearing tables and assisting with dishwashing.

- Work safely, following all Health & Safety policies.
- Collaborate with the wider team to create a welcoming environment.

Essential skills and experience

- Great with people and a confident communicator – verbal and written.
- Demonstrable interest in Scotland's marine and coastal environment, and an enthusiasm to learn more
- Organised - with an ability to take the initiative and prioritise your work.
- A team player – adaptable and flexible to a varied working environment.
- Attention to detail and providing accurate information.
- Ability to problem-solve.
- Basic IT maths skills.

Other benefits you will enjoy as a Scottish Seabird employee include:

- 35 days annual leave
- Workplace pension
- Training and development opportunities for everyone.
- Access to Cycle to Work Scheme
- Access to Health Cash Plan
- GP Advice Line and Counselling Service
- 20% discount in the charity's Gift Shop, Café,
- 10% discount on the Scottish Seabird Centre boat trips
- Discounted access to a range of Scottish visitor attractions with an Association of Scottish Visitor Attractions (ASVA) card.

Applications: Tell us why you are keen to work with us - and when you are available - in a covering letter and attach your CV. Please send both to info@seabird.org.

A note on AI & our recruitment process: We recognise that AI can be a helpful tool, but please use it responsibly. Ensure your application is authentic and avoid copying and pasting AI generated text. We want to recruit you - not an AI!

Closing date and Interviews: Applications for this role will be closed by **21st October 2026**. and interviews will take place week beginning **26th October 2026**.