

## General Assistant Animator

The General Assistant Animator Role will always endeavour to enhance the visitors experience at King Johns Castle and to conduct themselves in a manner that promotes the ethos and standards of King John's Castle.

### The Role:

As a General Assistant you are required to be flexible in your role and upskill in all areas of the business to include Café, Retail Store, Admissions and the general Museum and Castle environs.

- Welcoming Guests to King Johns Castle, be professional, reliable and friendly with high standards of personal hygiene and appearance.
- Provide visitors with a memorable experience to promote a welcoming atmosphere!
- Aim for exceptional customer service.
- Engage with fellow employees and customers to create and maintain a friendly and vibrant. atmosphere throughout the visitor experience in the museum, castle, retail, and café.
- Be a team player who enjoys interacting with people and can 'go the extra (s)mile'.
- Animator Specific
  - Have a good knowledge of the castle history and general Irish history.
  - Be able to communicate with different age groups and nationalities.
  - Willingness to role play and engage visitors.
  - Willingness to wear specific costumes in line with characters being animated.
- Health and safety, promote safe working “See Something, Say Something” culture.
- Participate in training as requested in line with your role.
- Follow company policies and protocols in all areas of operations.
- Reporting into Supervisor and General Manager

### Essential Requirements:

- High level of customer service skills
- Outgoing Creative and friendly personality
- Knowledge of theatrical studies and have an interest in the history of King Johns Castle, its environs and general Irish history.
- Ability to work on own initiative, be reliable and punctual.
- Able to adjust to different age groups and nationalities.
- Good organisation and communication skills
- Aware of health and safety of our visitors

**PLEASE NOTE:** from time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you.