


The future workforce of SEA LIFE

Job role descriptions

Please use these job role descriptions for completing this activity.

SEA LIFE Job role	Displays Supervisor/Assistant Curator My role involves ensuring the successful day to day care of hundreds of species, supporting the Aquarist team to give the many creatures we work with the best life possible. It needs extensive knowledge of marine life, the ability to train and lead a team, and enthusiasm for animal welfare, education and visitor experience.
Knowledge and expertise essential to the role	<ul style="list-style-type: none">• Biology and zoology qualification, including knowledge and expertise in marine, fresh water and native species• Knowledge and expertise in water analysis and chemistry• Knowledge and understanding of zoo legislation and animal welfare standards, and how to apply these in practice• Understanding and management of zoo licenses and the legislation process• Knowledge and experience of running and organising conservation projects• Knowledge and experience of conducting scientific research• Knowledge and experience of caring for a range of species via day-to-day care, and in specialist incidents such as liaising with vets and rehabilitating marine wildlife
Skills and attributes essential to the role	<ul style="list-style-type: none">• Day-to-day team management and coordination, including communication of day-to-day tasks• Leadership skills to manage a team of people• Effective communication, across a range of teams• Organisation and time management• Effective IT skills• Scientific and curious thinking• Flexibility and adaptability: Being flexible and responsive to evolving needs• Teaching skills, to help develop others within the team• Multitasking, holding a range of projects simultaneously

 <p>SEA LIFE Job role</p>	<p>Head of Operations</p> <p>As Head of Operations at an aquarium, I ensure every visitor has a magical, inspiring, and educational experience while safeguarding animal welfare and supporting vital marine conservation efforts — all while meeting financial and operational goals to keep everything running smoothly.</p>
<p>Knowledge and expertise essential to the role</p>	<ul style="list-style-type: none"> • Understanding of how to operate an aquarium, including animal care, life support systems, and admissions systems • Knowledge and experience of project management such as managing projects, new exhibits, or conservation programmes • Knowledge and experience of crisis management, including developing and implementing emergency response protocols • Experience in compliance with zoo licensing requirements and health and safety standards • Financial management and budgeting across a range of projects • Guest experiences management, ensuring that those that visit SEA LIFE get a great experience • Experience of effective problem solving, through addressing operational challenges, from equipment malfunctions to unexpected animal care needs
<p>Skills and attributes essential to the role</p>	<ul style="list-style-type: none"> • Communication: Engaging with teams across animal care, duty management, commercial departments and guest experience • Leadership and team management • Flexibility and adaptability: Being flexible and responsive to evolving needs • Collaboration: Working across departments and building partnerships with external organisations • Attention to detail: Ensuring all operational aspects meet high standards • Empathy and passion for conservation: Promoting marine conservation and educating the public • Decision-making: Confidently making informed decisions in high-pressure situations • Multitasking, holding a range of projects simultaneously

 Job role	Global Science Manager My role involves working globally with sites to develop strong scientific research, both within and beyond the aquarium, to enhance animal welfare, support species conservation, and drive social change. This role requires a passion for rigorous science, strategic application of research methods, and creative communication to make complex science accessible to the public.
Knowledge and expertise essential to the role	<ul style="list-style-type: none"> • An advanced postgraduate degree in a relevant field and considerable experience developing, implementing and monitoring science programs in an informal science learning environment • Ability to understand scientific concepts, communicate them effectively and apply them to new areas • Competent in Microsoft Office, including MS Teams • Committed to the role of zoos and aquariums in the conservation of nature and natural places • Ability to argue persuasively in a team-based environment, and comfortable dealing with senior management and able to present objective information • Ability to motivate others remotely and in-person, and to remain goal-oriented across wide-ranging and shifting areas of influence • Experience of grant writing and project applications • Good understanding of academic research and how to apply it in a zoo and aquarium setting
Skills and attributes essential to the role	<ul style="list-style-type: none"> • Communication • Scientific and curious thinking: How to question, and how to apply research to explore these questions. How to analyse results and decipher research. How to use the results to better the species i.e. how to impact welfare or conservation for positive change • Attention to Detail: Ensuring all operational aspects meet high standards • Flexibility and Adaptability: Being flexible and responsive to evolving needs • Effective IT skills

 Job role	Guest Experience Team Leader My role involves creating a successful experience for all visitors to SEA LIFE. It needs a passion for marine life, an enthusiasm for teaching, and the ability to foster a positive, informative, and memorable experience for all visitors.
Knowledge and expertise essential to the role	<ul style="list-style-type: none"> • Knowledge and expertise in Marine Biology: a deep understanding of marine life, ecosystems, and conservation issues is essential • Knowledge and experience of marine conservation strategies, and current environmental challenges like climate change, pollution, and overfishing • Experience of creating quality visitor engagement: using scientific content in an engaging and understandable way for different people • Knowledge of interpretive techniques like the use of signage, and guided tours • Experience in capturing and maintaining audience attention while giving information in an engaging and accessible way • Experience of customer service and hospitality, using excellent customer service skills to handle visitor to ensure a positive experience • Familiarity with the use of technology in education, such as virtual tours, apps, and digital displays, to enhance the learning experience for visitors • Expertise in designing and implementing educational programmes to various age groups and learning styles, from school children to adults. Ability to create learning outcomes and objectives that align with curriculum standards, particularly for school groups visiting the aquarium • Knowledge of teaching, including hands-on learning and storytelling • Safety and Emergency Procedures: Knowledge of safety protocols, first aid, evacuation plans, ensuring the safety of both guests and animals
Skills and attributes essential to the role	<ul style="list-style-type: none"> • Public Speaking and Presentation: Confidence and skill in leading presentations, lectures, and interactive sessions in front of large groups • Empathy and emotional intelligence: the ability to understand and respond to the emotions and needs of visitors • Adaptability and flexibility: The ability to adjust quickly to changing circumstances, such as last-minute schedule changes or unexpected visitor behaviour, while maintaining a calm and positive attitude • Teamwork: Strong teamwork skills to work well with other education officers, aquarium staff, volunteers, and external partners • Creativity and innovation: Create new ways to engage guests and present educational material, making learning fun and interactive • Organisation and time management: Excellent time management skills to balance various roles, from tours or special events • Attention to detail: Delivering factual and scientific information to ensure accuracy while providing a high-quality visitor experience. Ability to spot potential issues in exhibits or displays and take corrective actions as needed to maintain a safe and educational environment