



## JOB DESCRIPTION

<b>Job Title</b>	Head of Education
<b>Hourly Rate</b>	Dependant on experience
<b>Contract Type</b>	Full Time, Permanent
<b>Reports to</b>	Zoo Director

<b>Main Purpose of Job</b>	<p>This is a senior role within the zoo. The role is mixed covering education and animal husbandry. The main focus of the role is to manage, develop and deliver Wild Discovery's Education Policy to an exceptional standard. This will include managing a small education team, to ensure consistency and standards are continuously met and delivered. The role will also be responsible for providing care to all the animals within the zoo on a rota basis and therefore a high standard of husbandry and welfare is required. As a senior position the role will support and provide guidance to other keepers. The position will require the accurate completion of necessary records within a timely manner. To ensure that the zoo is clean and safety within all areas.</p>
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<b>Main Duties and Responsibilities:</b>	
	<ul style="list-style-type: none"> <li>• To manage, develop and deliver the Education Policy; including daily animal talks, activities, animal experiences and educational/group visits to customers.</li> <li>• Responsible for managing the education team.</li> <li>• To manage and deliver the internship programme.</li> <li>• To develop educational signage and materials.</li> <li>• To work with animals from all taxa, including small primates, small carnivores, domestic, birds and category one animals.</li> <li>• To deliver a high standard of animal husbandry to animals within your care, including enclosure maintenance, diet preparation, movement of animals and medication following all health &amp; safety protocols.</li> <li>• Provide guidance and support for education and animal keeping staff.</li> <li>• To be a key holder for the zoo and first responder for daily keeper concerns.</li> <li>• To participate in senior team meetings.</li> <li>• To complete and manage all records relevant to the section and ensure they are kept in accordance with the zoo licence.</li> <li>• To participate and contribute where necessary with zoo inspections.</li> <li>• To provide an exceptional standard of customer service.</li> <li>• To actively promote Wild Discovery's conservation work and encourage support from visitors.</li> <li>• To ensure cleanliness in all areas of the zoo are of the highest standard and that health and safety protocols are followed at all times.</li> <li>• Provide information relating to the care of exhibits if requested.</li> <li>• To ensure that visitor information and interpretation is kept in good order.</li> <li>• To ensure that all equipment is kept up to date and in working order.</li> <li>• Responsible for ensuring personal protective equipment is adequate for purpose and that uniform provided is always worn.</li> <li>• To record incidents / accidents that may occur within the park and follow the relevant policy, providing basic first aid to employees and visitors.</li> <li>• To work outdoors in inclement weather.</li> <li>• To be physically fit.</li> <li>• Undertake training as required – determined by the Employee Development Appraisal process.</li> </ul>

- Undertake any other duties deemed necessary by the Zoo Director in line with the responsibilities of this role.

**Other Requirements:**

The post is a PAYE position and therefore paid hourly. This is a full time position that will be delivered on a rota basis therefore working weekends, bank holidays and occasional evenings. Due to the nature of the business the finishing time will vary throughout the year depending on the seasons, April to October finishing time is 5.30pm, November to March finishing time is 4.30pm. Start time 8.30am.