



## JOB DESCRIPTION

<b>Job Title</b>	Zoo Manager
<b>Hourly Rate</b>	£30,000 pa
<b>Contract Type</b>	Full Time, Permanent
<b>Reports to</b>	Zoo Director

<b>Main Purpose of Job</b>	This senior role is to support the Zoo Director in managing operational aspects of the zoo and its facilities; providing an overall lead with the animal husbandry and welfare for the animals in the collection and upholding excellent standards in all areas. It will be a hands-on, practical managerial role working with the animals and a small team of animal keepers and retail staff. Supporting the Senior Team by implementing any changes necessary for the new SSMZP standards and working towards EAZA accreditation.
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<b>Main Duties and Responsibilities:</b>	
	<ul style="list-style-type: none"> <li>• To support the Zoo Director in ensuring that Wild Discovery creates an exceptional experience for all.</li> <li>• To ensure animal husbandry and welfare is delivered by all to the highest standard.</li> <li>• To manage, motivate, and support all staff including animal keepers and retail staff.</li> <li>• To work with animals from all taxa, including small primates, small carnivores, domestic, birds and category one animals, delivering a high standard of animal husbandry and welfare to animals within the collection, including enclosure maintenance, diet preparation, movement of animals and medication following all health &amp; safety protocols.</li> <li>• To support the delivery of the Education Programme, including talks, encounters, experiences and presentations.</li> <li>• To actively interact with visitors, sharing information and promoting; exhibits, events and Wild Discovery's conservation work to foster support from visitors.</li> <li>• To complete and manage records required in accordance with the zoo licence.</li> <li>• To participate and contribute where necessary with zoo inspections.</li> <li>• To participate in senior team meetings.</li> <li>• To be a key holder for the zoo.</li> <li>• To be a first aid responder for staff and customer concerns.</li> <li>• To partake in the ZOO1 role on a rota basis.</li> <li>• To provide an exceptional standard of customer service.</li> <li>• To ensure that visitor information and interpretation is kept in good order.</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>• 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 all weather conditions.</li> <li>• To be physically fit.</li> <li>• Undertake training as required – determined by the Employee Development Appraisal process.</li> <li>• Undertake any other duties deemed necessary by the Zoo Director in line with the responsibilities of this role.</li> <li>• Flexibility is essential to cover staff holidays and sickness in all departments.</li> </ul>

**Other Requirements:**

This is a full time position that will be delivered on a rota basis therefore working weekends, bank holidays and occasional evenings. The rota is work 6 days, off 2 days, work 6 days, off 2 days, work 5 days off 3 days and then repeated. 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.

**Benefits:**

- Company pension
- Regular CPD provided
- Discounts at Wild Discovery and Ribby Hall Village
- Annual team welfare day
- All PPE provided
- Access to Zest – free staff support