



## JOB DESCRIPTION

<b>Job Title</b>	Team Manager
<b>Salary</b>	£30,000 - £34,000 pa depending on experience
<b>Contract Type</b>	Full Time, Permanent
<b>Reports to</b>	Zoo Director

<b>Main Purpose of Job</b>	This is a new and exciting role here at Wild Discovery. This new role will fit in with the restructuring of the zoo due to growth and development of the zoo site, including the arrival of new species. It will support the Zoo Director in managing all operational aspects of the zoo, 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.
----------------------------	--

<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 drive development of staff, including the delivery of high animal husbandry and welfare standards, all visitor experiences, exhibit presentation and quality and customer service.</li> <li>• To coach and review team members through regular one to one meetings to ensure continuous achievements and developments are met.</li> <li>• To support the delivery of the Education Programme, including talks, encounters, experiences and presentations.</li> <li>• To support the implementation and delivery of enrichment, training programmes, preventative health care and monitoring, diets and stocking of materials and equipment.</li> <li>• To support the implementation and delivery of all health and safety procedures, SOP's, all record monitoring and daily reporting.</li> <li>• Implement animal research to enhance and evaluate animal welfare.</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 participate and contribute where necessary with all zoo inspections.</li> </ul>	
<b>Skills and Expertise</b>	
<ul style="list-style-type: none"> <li>• At least 5 years of professional zoo work experience working with animals from all taxa, including category 1 animals in a zoological environment.</li> <li>• Must have high animal welfare standards with regards to care and daily husbandry routines and a passion for wildlife conservation.</li> <li>• A confident person, with proven people management skills with experience of leading a team and mentoring others.</li> <li>• The role is very much a hands-on position working on sections on a rota basis, with a strong emphasis on setting standards and coaching team members to achieve their best. You will need to have strong organisational skills, good problem-solving skills and remain calm under pressure, and have a strong understanding on the taxa in the collection.</li> <li>• You will also be part of the Senior Management Team, supporting the Director with the new zoo developments, inspections and accreditations, focusing on continuously moving the zoo forwards.</li> <li>• Conservation must be a passion, and the ability to share this passion and knowledge with the team and our visitors, through interactive animal talks, display and experiences.</li> <li>• Experience implementing environmental enrichment and husbandry training programmes.</li> </ul>	

- Outstanding observational skills when working with the animals, understanding animal behaviour.
- Firearms experience is desirable, or willingness to receive firearms training and responsibility.
- The ability to deliver exceptional customer service, even in demanding situations.
- The ability to keep accurate and comprehensive records, including the use of ZIMS.
- You will need to be hardworking, physically fit, enthusiastic and reliable, and comfortable working outdoors in all weather conditions.

#### General

- Full, clean driving licence - to be reactive to animal welfare and transport equipment.
- Fantastic communication skills.
- A positive outlook with focus and drive and excellent organisational skills.
- To work in a rota basis, covering weekends, school holidays and bank holidays.
- To partake in the ZOO1 role on a rota basis with other team members, including key holder, out of hours contact etc.
- To be a first aid responder for staff and customer concerns.
- To provide an exceptional standard of customer service.
- To ensure that visitor information and interpretation is kept in good order.
- To be aware of, and to follow and enforce all zoo policies and procedures with all staff and visitors.
- To ensure that all equipment is kept up to date and in working order.
- Responsible for ensuring personal protective equipment is adequate for purpose and that uniform provided is always worn.
- Continue with professional development.
- Undertake any other duties deemed necessary by the Zoo Director in line with the responsibilities of this role.
- Flexibility is essential to cover staff holidays and sickness in all departments.
- No criminal record, including animal cruelty charges.
- To complete a full DBS check.

#### Other Requirements:

This is a salaried, full time, permanent position.

The rota is as follows work 6 days, off 2 days, work 6 days, off 2 days, work 5 days off 3 days and then repeated.

This includes weekends and bank holidays. The occasional evening work is also required.

Working hours: April to October 8.30am - 5.30pm, November to March 8.30am - 4.30pm.

#### Benefits:

- 28 days holiday.
- Company pension.
- Regular CPD provided.
- Discounts at Wild Discovery.
- Discounts at Ribby Hall Village after completing a successful probationary period.
- Annual team welfare day.
- All PPE provided.
- Access to Zest – free staff support of various topics/situations.
- Free access to other BIAZA collections.
- Free zoo visits to Wild Discovery for family.