

## Role profile

Candidates please address the criteria marked with (\*\*) only in your application. Please give examples

<b>Job Title:</b>	Seasonal Animal Centre Keeper
<b>Department:</b>	Leisure
<b>Directorate:</b>	Economy and Sustainability

<b>Grade:</b>	5
<b>Post no.:</b>	33442, 50924
<b>Location:</b>	Hanwell Zoo

<b>Role reports to:</b>	Zoo Manager
<b>Direct reports:</b>	None
<b>Indirect reports:</b>	None

## Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Purpose of role

- To maintain high standards of animal care and welfare at the animal centre
- To provide education provision and learning opportunities for animal centre visitors/customers
- To contribute to the development and promotion of the animal centre as a centre of excellence and visitor attraction
- To work with interested groups/individuals to promote and develop the animal centre.

### Key accountabilities

- Provide a high standard of animal care ensuring housing, nutrition, medication treatment and behavioural needs are maintained and enhanced. Handle food, animal products and hazardous materials in accordance with statutory, Council and Zoo Licensing policies and procedures.
- Maintain animal centre database of specimen records in accordance with statutory, Council and Zoo Licensing policies and procedures.
- Produce educational and visitor experience interpretation using a variety of media to promote the work of the animal centre and its value on both a local and national level.

- Promote volunteering opportunities within animal centre and support the work of such individuals/groups/organisations by providing guidance, tools and advice.
- Work with schools and community groups using a variety of media such as class assemblies, on-site visits, etc. to promote the animal centre and responsible attitude towards conservation. Lead education sessions linked with the national curriculum. Monitor and evaluate sessions and recommend/make changes to the session plan as necessary.
- Assist with and lead the management of enrichment and development projects supporting the Animal Centre Manager to ensure compliance with Zoo Licensing and development of the animal centre and environs.
- Provide information and deal with enquiries from customers resolving at the first point of contact where possible.
- Facilitate the secure and safe use of the Council's assets (including buildings, equipment, and vehicles) carrying out regular inspections, maintaining records and reporting defects as and when required in-line with health and safety legislation. Undertake risk assessments for tasks, enclosures, buildings, and equipment.
- Contribute to the internal running of the service/animal centre by attending team meetings and participating in project groups. Assist with ordering materials/goods in accordance with Council procedures.
- Assist with the management of delegated and project budgets ensuring robust auditable records are kept and maintained.
- Wear and maintain a Council issued uniform presenting an image befitting of the service and Council.
- Work flexible hours including weekends and bank holidays on a rota basis. Provide cover for colleagues to ensure there is always adequate staff cover. Be prepared to work outside of normal hours in the event of an emergency or animal sickness.
- Any other relevant duties.

### **Key performance indicators**

- Local performance indicators met.
- Targets set in personal action plan.
- Team targets for service/business plan met.

### **Key relationships (internal and external)**

- Line Manager
- Colleagues within service, directorate and throughout the Council
- Contractors
- Customers
- Politicians
- DEFRA Officials

### **Authority level**

- None

## Person specification

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### Essential knowledge, skills and abilities

1. Knowledge and experience of working in a retail /animal environment in-line with statutory guidelines.
2. Ability to produce interpretation and information material using a variety of medias for internal and external use.
3. Ability to communicate effectively, both verbally and in writing, and liaise with colleagues, line manager, other Council services, zoos and aquariums, and external agencies.
4. Ability to deal with and resolve potentially difficult situations.
5. Ability to work as part of a team and independently where required following lone working procedures.
6. Knowledge to apply and implement Health and Safety at Work Act 1974, zoo and animal welfare legislation and other associated regulations appropriate to the role/service including risk assessment and method statements.
7. Ability work in accordance with Council and service policies and procedures.
8. Ability to work outside normal office hours including early mornings, evenings, weekends, and bank holidays.
9. Computer literate in MS Office (Word, Excel, PowerPoint, etc.) and email systems.

### Essential qualification(s) and experience

1. Hold a higher education animal related qualification or equivalent animal husbandry experience.

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>