



Deputy Living Collections Manager - Aviculture

Directorate: Operations

Grade: 8

Reporting to: Living Collections Manager

Location: Slimbridge

Main function of post: To lead WWT Slimbridge's Aviculture team, supporting WWT's Visitor Engagement Strategy and specific WWT Slimbridge Centre objectives and Living Collections plan. To ensure the highest standards of welfare in accordance with zoo licensing regulations and DEFRA's Secretary of State's Standard of Modern Zoo Practice. The post holder will be responsible for all aviculture exhibits, top hut duckery and gosling field and will work closely with other departments to drive operational improvements across the site and achieve an amazing, surprising, inspiring and engaging visitor experience.

Management responsibilities: Line management of 3 Wardens responsible for Flamingos, Duckery and Exhibits, plus 2 Assistants and a Pest Control Warden. The post holder will also be responsible for a team of volunteers and student placements.

Hours worked: Normal working hours will be 37.5 hours a week. In addition to normal hours of work, this role is required to work those hours necessary to fulfil the requirements of the position to the satisfaction of the Trust.

Working pattern: This position is full time covering 5 out of 7 days and will require work during some evenings, weekends and public holidays to meet the needs of the post.

Main duties of the post

- **In collaboration with the Living Collections Manager and WWT Head of Living Collections, contribute to the Slimbridge living collection plan, source and curate stock and develop the husbandry and breeding guidelines for the trust in compliance with WWT Policies and Procedures:**
 - Oversee the daily health checks of the living collection within section, taking action to remedy any illness or injury
 - Maintain a supply of appropriate foodstuffs, medicines and nutritional supplements
 - Design and maintain appropriate isolation facilities for all species
 - Design and maintain quarantine facilities for all species including appropriate biosecurity of this area and disease testing of animals before they are moved into the main collection or to other animal institutions
 - Keeping ZIMS records of living collection health, stocks of materials and medicines and all treatments administered.

- Record daily census of all animals as well as monitoring nests, observing and recording behavior
 - Ensure pest management is undertaken to protect the animals in your care from the threat of predation or disease
 - Maintain all exhibits to ensure that the animals are kept as near to their natural habitat as possible within their environment
 - Communicate with the other WWT centres or external animal institutions on best practice and other matters such as the loan or permanent transfer of taxa
- **To consistently achieve agreed standards and responsibilities and demonstrate a commitment to continuous improvement/acquisition of job related knowledge and skills.**
 - Maintenance, refurbishment and cleaning of enclosures and cleaning and maintenance of areas on public view
 - Monitor levels of and re order food supplies, prepare food and feed the collection as required, ensuring correct dietary needs of animal charges are met
 - Supervision and on the job training of others in section, including work experience students
 - Supervision of contractors working in area
 - Capture, movement and handling of stock as directed
 - Encourage customers to engage with our collections through spotlight talks, feeds and other educational events
 - Coach and develop the team to train the animals via operant conditioning which will assist capture, movement, handling, health screening and treatment
 - Participate in media events in liaison with marketing and education departments
- **To achieve results through effective self-management and teamwork. Ensuring actions of self and others appropriately reflect the visitor experience and fun nature of our business.**
 - Seek opportunities for improvement in own area
 - Ensure actions of self, reflect WWT values
 - Ensure all signage and interpretation is clear, up to date and appropriate in accordance with WWT brand and guidelines
 - Attend professional internal and external meetings as a WWT representative
- **To adhere to and ensure health and safety compliance at all times and in line with current legislation and as set out in WWT Health and Safety policy and various operating procedures and protocols**
 - Perform security checks as directed
 - Produce risk assessments and safe operating procedures ensuring safe working practices are maintained
 - Ensure all machinery and tools are used with proper regard to safety regulations, appropriate training and maintenance schedules
 - Inform Living Collections Manager of any problems, defects or potential Health and Safety issues
 - Adhere to WWT policies and standard operating procedures
- **To support the Living Collections Manager and team by providing cover and support as directed**
 - Dissemination of centre and departmental news/events.
 - Appraise the Living Collections Manager of all relevant situations or events.
 - Respond to Guests' feedback and enquiries, in writing and in person

- Maintain close liaison between all team members, Centre Office, Marketing and Front of House
- Assist with other sections as required

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the line manager shown above.

Date raised: October 2018

Amended:

Person Specification

1. Qualifications

Essential:

- Educated to A level standard or equivalent
- Full current driving licence
- Animal management qualification

Desirable:

- Educated to Degree level: Zoology preferred
- IOSH health & safety qualification or equivalent
- Certificate in use of pesticides
- Firearms certificate
- Forklift certificate

2. Experience

Essential:

- Practical experience at management or supervisory level
- Experience with animal collections and their management
- Substantial experience in the care, feeding, husbandry and breeding of birds
- Experience in the treatment of sick and injured birds including euthanasia
- An enthusiastic approach and a desire to pass on that enthusiasm to others
- Knowledge of UK legislation relating to zoo practice and animal welfare
- Experience of budget management
- IT skills, especially MS Excel, Outlook & Word

Desirable:

- Experience in large scale visitor attractions
- An understanding of positive reinforcement training techniques

3. Managerial & Supervisory

Essential:

- Experience in managing the life cycle of a team member to include recruitment, appraisals and performance management including holding difficult conversations
- An ability to train, motivate and manage a team of staff, volunteers and contractors in accordance with WWT policies, procedures and standards
- An ability to explain processes effectively

Type of staff	Number managed	Number supervised
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Employed Staff	6	0
Volunteers / Casual Workers	0	1 student placement and up to 3 volunteers per day
Contractors	0	As projects dictate

4. Responsibility

Essential:

- Responsible for the provision and maintenance of all exhibits
- Responsible for the health and welfare of living collection stock in compliance with all relevant WWT policies and procedures
- Responsible for keeping daily records and welfare checks adhering to our zoo license guidelines
- An ability to act independently but also as a senior team member and part of the centre management team

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£25k
Cash Handling	£0
Assets (required for job, exc. buildings)	£900,000
Visitors (per annum)	Through well-presented exhibits, contributing to maintaining / increasing our 260,000 annual visitor target

5. Creative Ability

Essential:

- An ability to originate ideas and bring creative thought to bear is an essential job requirement especially with regard to involvement in the development and implementation of the Living Collection plan and the design and delivery of events and public engagement activities
- Development of husbandry guidelines and care regimes including diet programs, breeding and quarantine
- An ability to make sound decisions about changing enclosures and their furniture, when to alter feeding regimes etc. to combat the threat of disease
- An ability to be creative in engaging visitors of all age groups
- An ability to organise own work, resolving obstacles that arise and have a flexible approach to challenges

- An ability to confidently lead husbandry training and provide guidance for staff

6. Contact

Essential:

- An ability to build excellent working relationships with WWT Living Collection Management, HQ and Veterinary Staff
- Core visitor engagement with the general public on a daily basis through talks, presentations and GUEST customer service program.
- Support other departments (eg education, marketing, facilities, administration and volunteers) with centre promotion and engagement
- Manage contractors working in the grounds

General Notes

This is a full-time position based at WWT Slimbridge, on a rota basis of 5 days within 7 to include weekends and bank/public holidays and occasional evenings. Your actual times of work will vary according to the needs of the business and your working rota will be notified to you by your Line Manager in advance.

Whilst this post is based at WWT Slimbridge, some travel may be necessary therefore a current driving licence is essential as is willingness to travel to other WWT Wetland Centres.