



Living Collections Manager

Grade: 9

Directorate: Operations

Location: Slimbridge

Reporting to: Centre Operations Manager

Main function of post: To manage the living collection and team at Slimbridge centre, supporting WWT's Visitor Engagement Strategy and specific WWT Slimbridge Centre objectives. To ensure the highest standards of animal 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, animal management and presentations 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 2 Deputy Living Collection Managers (Aviculture & Presentations). Overall responsibility of a team of 16 staff, volunteers, placement students and contractors.

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: Typically 5 days out of 7 to be worked on a rota basis to include weekends and bank holidays, in line with business requirements

Main duties of the post

- **Responsible for the development and delivery of the Slimbridge living collection plan, sourcing and curating stock and developing the husbandry and breeding guidelines for the trust in compliance with WWT Policies and Procedures:**
 - Develop the Slimbridge living collection plan to deliver the objectives of the National Living Collection Plan
 - Oversee the health and welfare of the living collection
 - Maintain a supply of appropriate medicines and nutritional supplements in accordance with veterinary advice
 - Design of new and review of existing bio secure facilities for isolation and quarantine for specific taxa
 - Lead and enhance the management of all taxa within the living collection including the development of husbandry and related policy and practices
 - Monitor record keeping via ZIMS, stocks of materials, equipment, medicines and all treatments administered.
 - Ensure all exhibits and presentation areas are maintained to the highest standards

- **To consistently achieve agreed standards and responsibilities and demonstrate a commitment to continuous improvement/acquisition of job related knowledge and skills.**
 - Oversee the maintenance, refurbishment, cleaning and pest control of all enclosures and presentation areas
 - Manage, mentor and develop a team of professional animal managers and staff
 - Management of contractors working within section
 - Oversee the capture, movement and handling of stock.
 - Oversee the training of designated birds and presentations ensuring that they are educational, engaging and immersive
 - 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
 - Ensure the team is appropriately signed-off for all operational procedures in order to adhere to WWT policies and compliance
 - Attend internal and external meetings as appropriate to ensure the needs of the department are met
 - To hold financial responsibility for the living collections annual budget and comply with all financial planning requirements for the department.

- **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.**
 - Contribute to the strategic planning of the centre via the 5 year plan
 - Oversee talks and demonstrations ensuring they offer the best possible visitor experience
 - Inspire and encourage others to feel part of a team through trust, respect and support
 - Manage effective internal communications within the living collections team
 - Set standards, monitor performance and champion best practice within section
 - Ensure actions of self, reflect WWT values
 - Work closely with the Grounds, Reserves and Facilities Managers to achieve the centre business objectives

- **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**
 - Write and review risk assessments and safe operating procedures ensuring safe working practices are maintained in the team
 - Inform the Centre Operations Manager of any problems, defects or potential Health and Safety issues
 - Ensure all machinery and tools are used with proper regard to safety regulations, appropriate training and maintenance schedules
 - Ensure team adherence to WWT's environmental agreement
 - Work with other HOD's to ensure that the Health, Safety and Security of our visitors is of prime importance
 - Attend internal or external safety training as and when required to keep abreast of continually changing modern standards

- **To support the Centre Operations Manager by providing cover and support as directed**
 - Support and participate in Zoo licence inspections and other audits as required
 - Attend and actively participate in weekly heads of department (HOD's) meetings
 - Dissemination of centre and departmental news/events
 - Appraise the Centre Operations 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.

- Facilitate and participate in events, media and marketing initiatives as required.
- To be a member of the Centre management team acting as Duty Manager

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 level
- Substantial experience in large scale visitor attractions with animal collections
- Substantial experience in the care, feeding, husbandry and breeding of birds, mammals and amphibians
- 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:

- Evidence of finding innovative solutions to operational problems
- Evidence of leadership and team building skills
- Experience of customer relations, public speaking, education, and creative work

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
Employed Staff	16	0
Volunteers / Casual Workers	0	2 student placements and up to 4 volunteers a day
Contractors	As projects dictate	As projects dictate

4. Responsibility

Essential:

- Responsible for the provision and maintenance of all on and off show animal areas
- Responsible for the health and welfare of living collection stock in compliance with all relevant WWT policies and procedures
- Development and review of husbandry guidelines for living collection, breeding and quarantine
- Responsible for ensuring that daily records and welfare checks adhere to our zoo license guidelines
- An ability to act as a senior team member and carry out duty manager shifts for the site as part of the centre management team
- Responsible for budget setting, control and forecasting

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£145k
Cash Handling	£0
Assets (required for job, exc. buildings)	£1,000,000 + bird value and top hut facilities
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
- Resourceful, able to find solutions to improve efficiency and effectiveness of self the team
- An ability to organise own work, resolving obstacles that arise and have a flexible approach to new challenges

6. Contact

Essential:

- An ability to build excellent working relationships with WWT Head of Living Collections, Slimbridge Heads of Department and Veterinary Staff
 - Liaison with the general public, local authorities, sponsors, volunteers, other WWT functions
 - Support other departments (eg education, marketing, facilities, administration and volunteers) with centre promotion and engagement
 - Ability to inspire and lead a diverse staff and volunteer force
 - Manage contractors working in the grounds
 - Proven good communication skills when liaising with other WWT centres or other animal institutions
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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.

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.