

Living Collections Manager

Grade: 8

Directorate: Operations

Location: WWT Llanelli Wetland Centre

Reporting to: Centre Manager

Main function of post: To manage all areas of the living collection and the team at the Llanelli Wetland Centre, supporting WWT's Visitor Engagement Strategy and specific WWT Llanelli Wetland 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 and the WWT's animal health care team. The post holder will be responsible for all aviculture, animal management and upkeep and presentation of the living collections area. They will also 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 three full-time and one seasonal staff. Overall responsibility for departmental volunteers and contractors.

Responsibilities of the post

1. Responsible for the development and delivery of the Llanelli living collection plan, sourcing and curating stock in compliance with WWT Policies and Procedures:
 - Develop the Llanelli centre collection plan to deliver the objectives of the WWT National Living Collection Plan
 - Oversee the health and welfare of the living collection and work closely with the Central Living Collections team to ensure that recommendations from regular audits are implemented.
 - Monitor record keeping to ensure compliance with WWT policies and procedures.
 - Ensure all exhibits and presentation areas are maintained to the highest of presentation and welfare standards.
2. To be responsible for the development and delivery of a Grounds Maintenance plan to support the business plans and for animal welfare.
 - To plan the grounds annual work programs and ensure the agreed works are carried out in a coordinated and timely manner.
 - To develop and project manage landscaping and grounds improvement schemes to enhance the visual presentation and appropriate animal habitats of the site with associated costings for budget approval.

- To work closely with the Centre Developments Directorate and their appointed project managers to ensure an effective interface between Llanelli and the development and implementation of the Llanelli development plan.
3. To consistently achieve agreed standards and responsibilities and demonstrate a commitment to continuous improvement of the collection and the department.
- Oversee the maintenance, refurbishment, cleaning and pest control of all enclosures and presentation areas.
 - Manage and participate in Zoo license inspections and other audits as required
 - 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.
 - Hold financial responsibility for the living collections annual budget and comply with all financial planning and management requirements for the department.
4. To line manage the Living Collections and Grounds teams and act as Duty Manager
- Provide leadership to all staff and volunteers within the department enabling every team member's contribution to be maximised by ensuring that the appropriate levels of direction and support are provided through professional line management in line with WWT's people frameworks.
 - Ensure the health, safety and wellbeing of everyone in your department is an integral part of how they work, creating a safe environment for staff, volunteers and visitors by implementing WWT's health and safety policies and guidelines.
 - Be responsible for ensuring that your department engage with the WWT Sustainability Statement being aware of negative environmental impacts and incorporating sustainable ways of working within your team.
 - Ensure that your department engage and interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.
 - Be a member of the Centre management team acting as Duty manager for the Llanelli site. This is allocated on a rota basis.

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: February 2020

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

2. Experience

Essential:

- Practical experience at zoo 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
- Evidence of leadership and team building skills
- Experience of motivating a team and inspiring an enthusiastic approach to work
- 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
- 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	4	4
Volunteers / Casual Workers	4	4
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)	£40k
Cash Handling	£0
Assets (required for job, exc. buildings)	£10k + COLLECTION VALUE
Visitors (per annum)	60,000

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 Head of Living Collections, Llanelli 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
 - Proven good communication skills when liaising with other WWT centres or other animal institutions
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