

### Living Collections Manager

**Grade:** 9

**Directorate:** Operations

**Location:** Martin Mere

**Reporting to:** General Manager

**Main function of post:** To manage all areas of the living collection and the team at the Martin Mere Wetland Centre, supporting WWT's Visitor Engagement Strategy and specific WWT Martin Mere 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.

**Management responsibilities:** Line management of five full-time and two seasonal staff. Overall responsibility for departmental volunteers and contractors.

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### Responsibilities of the post

1. Responsible for the development and delivery of the Martin Mere 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 Martin Mere living 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. Responsible for the development and delivery of a Grounds Maintenance plan to support the business plans and animal welfare of the collection.
  - Plan the grounds annual work programs and ensure the agreed works are carried out in a coordinated and timely manner.
  - 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.
  - Work closely with the Experience, Engagement and Learning Department to ensure an effective interface between Martin Mere and the development and implementation of the Martin Mere 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 licence inspections and other audits as required.
- Ethical awareness of managing a Living Collection and using AWEC to report concerns when appropriate.
- 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 Collection and Grounds team and act as Duty Manager

- Provide leadership and professional line management support to your team, including direct reports and volunteers 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 Martin Mere 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.

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**Date raised:** January 2021

# Person Specification

## 1. Qualifications

### ***Essential:***

- Educated to A level standard or equivalent
- Full current driving licence
- Animal management qualification and/or considerable experience

### ***Desirable:***

- Educated to degree level: Zoology preferred
- IOSH health & safety qualification or equivalent
- PA1 and PA6 certificate in use of pesticides
- Firearms certificate

## 2. Experience

### ***Essential:***

- Demonstrable experience of team management
- Significant experience in large scale visitor attractions with animal collections
- Significant 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              | 7                   | 0                   |
| Volunteers / Casual Workers | 0                   | 12                  |
| 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)                | £75k                    |
| Cash Handling                             | £0                      |
| Assets (required for job, exc. buildings) | £35k + Collection Value |
| Visitors (per annum)                      | 200,000                 |

## 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, Martin Mere Heads of Department and Veterinary Staff
  - Liaison with the general public, local authorities, sponsors, volunteers, other WWT functions
  - Support other departments (e.g. 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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## General Notes

This is a full-time position based at WWT Martin Mere, 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 Martin Mere, some travel may be necessary therefore a current driving licence is essential as is willingness to travel to other WWT Wetland Centres.

The post holder will be expected to provide part of the out of hours emergency cover on a rota basis. The amount of hours providing such coverage will depend on whether the post-holder takes up the offer of on-site accommodation.