



Living Collection Assistant Manager

Grade: 7

Directorate: Operations

Location: WWT London Wetland Centre

Reporting to: Living Collection Manager

Main function of post: To assist the Living Collection Manager with the management of the living collection department at the London Wetland Centre, supporting WWT's Visitor Engagement Strategy and specific WWT London Centre objectives. To ensure the highest standards of animal husbandry and welfare in accordance with zoo licensing regulations and DEFRA's Secretary of State's Standard of Modern Zoo Practice; and to deliver the highest presentation standards in the Living Collection exhibits, and all other exhibits and grounds areas.

The post holder will support the Living Collection Manager in all aviculture and animal management, exhibits, interpretation and grounds maintenance, including leading on horticultural development and management. They will also need to work closely with other departments to assist with operational improvements across the site and achieve an amazing, surprising, inspiring and engaging visitor experience

Supervisory responsibilities: Line management of three Living Collection staff, and to support Living Collections Manager in management of department volunteers and external contractors

Responsibilities of the post

Support the Living Collection Manager in the development and delivery of all daily activities within the Living Collection at London in addition to delivering the objectives within the National Living Collection Plan and the site's Visitor Engagement Plan in compliance with WWT Policies and Procedures:

- Responsible for overseeing all aspects of improving the living collection, exhibits and grounds ensuring the best possible standards of animal health and welfare and visual presentation standards
- Maintain supplies of appropriate medicines and nutritional supplements in accordance with veterinary advice. Devise and review appropriate feed regimes and diets, monitor and update as required.
- Assist with regular review of bio-secure facilities for isolation and quarantine for Living Collection taxa, ensuring these comply with Zoo Licensing standards and Head of Living Collections and veterinary recommendations.
- Ensure accurate administration and record keeping via ZIMS, day logs and other documentation for the animal collection, stocks of materials, animal feeds and equipment, medicines and treatments administered, and animal movements.

- Ensure all animal exhibits, visitor amenity areas and ornamental gardens are maintained to the highest horticultural standards
- Ensure high standards of zoonotic cleanliness are maintained, appropriate bird scaring techniques and pest control activities are employed, and feed separation ideas are practiced on a daily basis.
- Support the Living Collection Manager with development of the Centre's living collection plan

To consistently achieve agreed standards and responsibilities and demonstrate a commitment to continuous improvement/acquisition of job related knowledge and skills

- Support the Living Collection Manager in decisions made regarding the maintenance, refurbishment, groundworks, cleaning and pest control of all exhibits, amenity and horticultural areas, and adapt planning / resources to support delivery
- Manage the yearly lifecycle of the team, i.e. support recruitment process, complete inductions, regular reviews and appraisals and contribute towards Living Collection Manager's development plan for whole team
- Supervision of contractors working within section in absence of Living Collection Manager
- Co-ordinate the capture, handling and movement of Living Collection stock as required for bird/animal health checks, annual ATB rotation.
- Assist the Living Collection Manager in creating appropriate training programs to facilitate with capture, feeding, movement, handling, health screening and treatment of collection animals
- Regularly review that the team is appropriately signed-off for all operational procedures in order to adhere to WWT policies and compliance and report any short fallings to Living Collections Manager.
- Attend internal and external meetings as appropriate to ensure the needs of the department are met
- To be informed of financial performance relating to annual budget and comply with all financial planning requirements for the department where applicable.

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.

- Support the Living Collection Manager and, where suitable, be accountable for the effective management of the Living Collection team, including duty rosters and work programs
- Support with volunteer recruitment, induction and management in line with Trust processes and procedures
- When required, oversee talks and demonstrations ensuring they offer the best possible experience and engagement, conveying priority messages identified by WWT. Work ~~closely~~ with the Living Collection Manager, Learning and Engagement teams to create new engagement opportunities and provide the appropriate information as required.
- Assist with delivery of appropriate tasks/projects for visiting corporate work groups, working closely with the Engagement Manager
- Inspire and encourage others to feel part of a team through trust, respect and support
- Contribute towards effective internal communications within the living collections team
- Ensure best standards are followed, monitor performance and champion best practice within section
- Support the Management team at London to achieve the center 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

- Support the Living Collection Manager in the review of risk assessments and safe operating procedures ensuring safe working practices are maintained in the team. Ensure risk assessments are completed for new activities if Living Collection Manager is absent
- Accountable for informing Living Collection Manager of any shortfall in team training as identified in risk assessments, and by the Head of Safety Management, at all times

- Immediately inform the Operations and Facilities Manager / General 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 managers and staff 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 Living Collection 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) and central Living Collection Update meetings in absence of Living Collection Manager
- Dissemination of center and departmental news/events to team
- Appraise the Living Collection Manager of all relevant situations or events
- Respond to visitor feedback and enquiries where relevant, in writing and in person
- Maintain close liaison between all team members, Centre Office, Marketing and Front of House.
- Participate in events, media and marketing initiatives as required.
- To be a member of the Centre management team acting as Duty Manager or Site Controller, and undertake regular Duty Warden site locking up duties.

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 supervisor shown above, from time to time.

Date raised: 2021

Amended: January 2022

Person Specification

1. Qualifications

Essential:

- Educated to A level standard or equivalent
- Full current driving licence
- Recognised qualification in horticultural practice

Desirable:

- Animal management qualification
- Certificate in use of pesticides PA1/PA6AW
- Firearms certificate
- First aid certificate

2. Experience

Essential:

- Demonstrable experience in an equivalent role
- Experience in large scale visitor attractions with animal collections
- Proven experience in horticultural management and practices
- Experience in the care, and husbandry of birds and mammals
- 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 and using purchase ordering systems
- IT skills, especially MS Excel, Outlook & Word

Desirable:

- Evidence of finding innovative solutions to operational problems
- Operation of a range of horticultural machinery
- Experience of customer relations, public speaking, education, and creative work
- Basic knowledge of ZIMS
- Small project development and delivery

3. Managerial & Supervisory

Essential:

- Demonstrable experience in managing the life cycle of a team member to include recruitment, induction, training, appraisals and performance management, including holding difficult conversations
- An ability to train, motivate and manage a team of staff and volunteers in accordance with WWT policies, procedures and standards

- Proven ability to explain processes effectively and thoroughly
- An ability to communicate effectively at all levels within the centre and WWT central teams

Type of staff	Number managed	Number supervised
Employed Staff	3	
Volunteers / Casual Workers	0	30 volunteers, and corporate work groups on an ad hoc basis
Contractors	As projects dictate	As projects dictate

4. Responsibility

Essential:

- The provision and maintenance of all living collections, exhibits and grounds areas, including all 'off show' animal areas and facilities
- The health and welfare of living collection stock in compliance with all relevant WWT policies and procedures
- Assist with and where agreed, be responsible for ensuring that daily records and welfare checks adhere to 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
- Accountable for budget control

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£20,000 p.a.
Cash Handling	0
Assets (required for job, exc. buildings)	£300,000 (est) + living collection stock value
Visitors (per annum)	183,700

5. Creative Ability

Essential:

- An ability to originate ideas and bring creativity to the role

- Experience and ability to input into development of exhibits, and design and create planted areas
- Resourceful, able to find solutions to improve efficiency and effectiveness of self and 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 Living Collection Manager, Head of Living Collections, London Heads of Department and Veterinary Staff
 - Liaison with the general public, local authorities, volunteers, other WWT functions
 - Support other departments (e.g. education, marketing, facilities, administration and volunteers) with Centre promotion and engagement
 - Ability to inspire and lead a diverse staff and volunteer force
 - Proven good communication skills when liaising with other WWT centres or other animal institutions
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General Notes

This position will require work during evenings, weekends and public holidays to meet the needs of the post.