



Living Collections Keeper

Grade: 4

Directorate: Operations

Location: London

Reporting to: Living Collections Assistant Manager

Main function of post: To assist with the effective running and maintenance of all aspects of the grounds to a high standard of presentation and safety, with particular attention to amenity grounds-keeping and the living collection. Participate in the delivery of daily husbandry, walks and talks on the collection species. Supervise one of the Grounds' volunteer groups on a weekly basis.

Supervisory responsibilities: Volunteers, work placements and corporate work groups.

Responsibilities of the post

1. To undertake general vegetation maintenance, such as pruning, strimming, mowing, weed control, watering, reed cutting, hedge cutting (including coppicing and pollarding), throughout all areas of the grounds (amenity and collection)
2. To assist with the upkeep of the bird collection in line with WWT's animal health policy and the Secretary of State's Standards for Modern Zoo Practice (the five freedoms). Including daily census, feeding and all aspects of husbandry. Monitoring overall health and ensuring sick or injured collection birds are promptly reported to the senior warden/manager, with the catching and handling of them undertaken in the proper manner according to species and with the correct equipment
3. To participate in the bi-annual bird health checks, assuming role of catch team leader on alternating basis, supervising preparation, set-up and clean-up, along with the catch itself
4. To assist with the upkeep of the Asian Small-clawed otters in line with WWT's animal health policy and the Secretary of State's Standards for Modern Zoo Practice (the five freedoms). Including daily feeding, food preparation and all aspects of husbandry. Monitoring overall health and ensuring any sick or injured otter is promptly reported to the senior warden/manager, with the catching and handling of them undertaken in the proper manner and with the correct equipment
5. To deliver walks and talks on the living collection – waterfowl and otters. Ensuring talk subject matter is up-to-date regarding conservation status for all the species at London, is in line with the five themes collection plan and inclusive of WWT's wider work.
6. To take receipt of, check and put away animal feed deliveries, highlighting any quality issues, shortages and SIEs immediately. Operating strict stock rotation, storage and usage of dry,

chilled, live and frozen foods. To assist with preparation of feeds to given diets and nutritional requirements

7. To assist with the administration of all animal records – paper-based, on computer and web-based e.g. ZIMS. Completion of daily logs in a timely fashion
8. To assist with the maintenance of ponds, lakes and channels to ensure water bodies remain clean and free-flowing - undertaking rodding, clearing bridge grills and sluices, anti-erosion repairs
9. To assist with the maintenance of timber bridges, fences and weld mesh grills
10. To ensure zoonotic and hygiene controls are in line with WWT policy in all matters concerned with the welfare and safety of the animal collection, staff, volunteers and visitors. Duties to include daily path, handrail and picnic table cleaning, and litter picking
11. To undertake pest recording, prevention and control in line with WWT's integrated pest management strategy (PMF), along with the maintenance and integrity of the perimeter fence, ensuring that it is electrified, secure and in good repair at all times
12. To undertake evening lock-up warden duties on a rota basis
13. To operate and maintain all machinery, equipment and tools competently and safely, adhering to health and safety regulations and WWT's health and safety policy, codes of practice and SOPs at all times, including the completion of risk assessments as appropriate
14. To support London Wetland Centre's ongoing monitoring and recording of wild flora and fauna on site, reporting any sightings to the Reserve team
15. To ensure personal compliance with WWT's corporate identity - wearing the correct uniform and name badge, ensuring any written communication, online media and printed material meets the required standards, and presenting a professional image of the organisation to the visiting public, volunteers and other staff at all times
16. To positively promote WWT and its work to all visitors, and helping to ensure the safety, welfare and enjoyment of the visiting public

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

Date raised: July 2018

Amended: September 2021

Person Specification

1. Qualifications

Essential:

- Educated to GCSE standard or equivalent, including English and Maths
- Full current driving licence
- Recognised NVQ L3 qualification or above in Animal Management

Desirable:

- NPTC L2 Chainsaw (maintenance, cross-cutting, felling up to 380mm)
- LANTRA or NPTC safe use certificates in: tractor operations, hedge-trimmers, ride-on mowers, pedestrian mowers
- NPTC L2 Certificate in safe use of Pesticides – PA1, PA6, PA6AW
- LANTRA award in safe use of Trimmer & Brush cutter

2. Experience

Essential:

- Good level of experience working in a zoo, wildlife park or similar
- Excellent overall animal and bird ID skills, along with sound knowledge of their care and requirements
- Ability to use basic grounds-keeping equipment e.g. pedestrian mower, grass trimmer
- Understanding of Health and Safety at work
- Good level of IT skills, including Microsoft Office

Desirable:

- Delivery of talks to the visiting public
- Experience of working specifically with waterfowl species and cranes
- Experience of working specifically with otters or other mustelids
- Writing of risk assessments

3. Managerial & Supervisory

Essential:

- Allocate duties to and supervise the work of volunteers, and occasional corporate work groups

Type of staff	Number managed	Number supervised
Employed Staff	0	0
Volunteers / Casual Workers / Corporate work groups / Work Placements	0	Weekly up to 10, occasional groups of 1-25

Contractors	0	0
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Desirable:

- Knowledge of inducting volunteers and conducting individual feedback meetings

4. Responsibility

Essential:

- Ability to take responsibility for tools, machinery and equipment and their safe and secure storage
- Ability to work unsupervised on a variety of tasks, follow instructions and work plans
- Ability to promptly and appropriately escalate issues and concerns

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£0
Cash Handling	£0
Assets (required for job, exc. buildings)	£50k
Visitors (per annum)	180,000

5. Creative Ability

Essential:

- Able to originate ideas on animal enclosure management and maintenance
- Ability to work flexibly, adapt to change and to tight timescales when required

Desirable:

- Natural empathy with plants/plant ID skills

6. Contact

Essential:

- Ability to engage with and interact with the visiting public by providing information and assistance as appropriate
- Centre staff (all departments), casual staff, volunteers and corporate work groups, WWT HQ staff

Desirable:

- Contractors, suppliers
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General Notes

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

The work is often of a physical nature requiring a degree of fitness. It will routinely involve bending, lifting, kneeling, and working in water.

Occasional short stays away from home whilst working or attending meetings at other WWT centres may be required.