WWT Wetlands for life

Job Description

Living Collections Supervisor – Bird Demonstrations & Mammals

Grade: 7

Directorate: Operations **Location:** Slimbridge

Reporting to: Deputy Living Collections Manager - Presentations

Main function of post: To manage and maintain WWT Slimbridge mammal collection and the display birds of the Living Wetland Theatre, including associated on and off show areas

Supervisory responsibilities: Supervising staff and related volunteers. This includes ongoing training regarding husbandry requirements within all mammal holding areas and exhibits.

Main duties of the post

1. To work in collaboration with the Living Collections Manager and the Deputy Living Collections Manager for Presentations to deliver engaging and impactful mammal exhibit and demonstrations in the Living Wetland Theatre (LWT) by:
    - Managing and maintaining species populations for the LWT demonstrations and mammal sections, developing and maintaining relevant best practice guidelines in compliance with WWT Policies and Procedures.
    - Daily monitoring of the health and welfare of all captive animals within your sections with the WWT veterinary team.
    - Delivering a balanced diet for each species. monitoring and updating as required. Ordering relevant animal food, maintaining stock levels as required.
    - Keeping up to date records of captive animals including health data.
    - Maintaining all on show exhibits and off show enclosures to high standard.
    - Assisting with livestock transfers from other collections.
    - Maintaining all animals within the mammal and LWT collection to a high standard including carrying out regular welfare and quality of life assessments where appropriate.
2. To be responsible for engaging visitors and guests by:
    - Assisting in writing, delivering and regularly reviewing presentations to support WWT Slimbridge engagement objectives.

- Assisting in creating training programmes for animals that facilitate positive human animal interaction, maximising the animal's participation in displays whilst prioritising the welfare of the animal.

- Ensuring that all signage and interpretation is clear, up to date and appropriate in accordance with WWT brand and guidelines.

- Participating in media events in liaison with the marketing and education departments.

3. To support the Deputy Living Collections Manager of Presentations by providing cover for and assisting with team duties as directed.

4. To assist with the induction and supervision of work placements and volunteers as required.

5. To provide leadership to all staff and volunteers within the team enabling every team member's contribution to be maximized ensuring appropriate levels of direction and support are provided through professional line management according to WWT's people frameworks.

6. To ensure the health, safety and wellbeing of everyone in your team is an integral part of how they work, creating a safe environment for staff, volunteers and visitors according to WWT's Health & Safety policies and guidelines.

7. To be responsible for ensuring that your team engage with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your team.

8. To ensure that the team engage and interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.

9. To ensure that in the course of your work you adhere to the WWT Data Protection policy and standards.

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, from time to time.

Date raised: October 2018 **Amended:** July 2021

Person Specification

1. Qualifications

Essential:

- Educated to A Level or above
- Current UK driving license

Desirable:

- Educated to degree level (preferably in a zoology related subject)

2. Experience

Essential:

- Substantial experience in care, feeding, husbandry and breeding of mammals, fish and birds, and in the technical aspects of aquarium and vivarium maintenance
- Substantial knowledge of animal training and behaviour management as well as coaching novice animal trainers
- An enthusiasm for wildlife and a desire to pass on that enthusiasm
- Experience of customer relations, public speaking, education, dealing with children, and creative work

Desirable:

- Previous experience in a zoo or visitor attraction
- Previous experience in free flight bird demonstrations

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 and volunteers in accordance with WWT policies, procedures and standards
- An ability to explain processes effectively and thoroughly

Type of staff	Number managed	Number supervised
Employed Staff	0	Up to 5
Volunteers / Casual Workers	0	Up to 10
Contractors	0	0

4. Responsibility

Essential:

- Responsible for the provision and maintenance of mammal exhibits, the Living Wetland Theatre, and support aviaries
- Responsible for the health and welfare of mammal collection and demonstration birds in compliance with all relevant WWT policies and procedures
- Keep daily records and welfare checks in adherence with our zoo licensing guidelines
- In conjunction with Living Collections Management, assist with updating relevant standard operating procedures, protocols and risk assessments

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£15k
Cash Handling	£250
Assets (required for job, exc. buildings)	£50k
Visitors (per annum)	Contribute to maintaining or increasing our annual visitor target, through well-presented exhibits and engaging and educational talks

5. Creative Ability

Essential:

- Development of best practice guidelines including diet programs, breeding and quarantining
- Ability to input on making decisions, such as changing enclosures and altering feeding regimes
- Ability to be creative and spontaneous in delivering engaging presentations and spot talks to all age groups
- Ability to organise own work, resolve arising problems and have a flexible approach to new challenges
- An ability to confidently lead husbandry training with animals and provide guidance for staff

6. Contact

Essential:

- Excellent working relationship with WWT Living Collections Management, Veterinary Staff and Registrar
- Core visitor engagement with the general public on a daily basis through customer engagement program
- Support other departments (such as Education, Marketing and Facilities) with centre promotion, maintenance and engagement
- Specialist talks to a wide range of visitors, groups, schools and animal professionals
- Work with other WWT centres in the promotion and conservation of key species as required

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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, and you will be notified of your working rota by your Line Manager in advance.