



## Job Description

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### Grounds & Living Collection Manager **Grade: 9**

**Directorate:** Operations

**Location:** WWT London Wetland Centre

**Reporting to:** Operations and Facilities Manager

**Main function of post:** To manage the living collection dept at the London Wetland Centre, supporting WWT's Visitor Engagement Strategy and specific WWT London 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 highest standards of presentation standards in the Living Collection exhibits, and all other exhibits and grounds areas.

The post holder will be responsible for all aviculture, animal management, exhibits and grounds maintenance. They will work closely with the Learning and Engagement Managers to deliver an engaging programme of daily walks and talks focused on the living collection, to achieve an amazing, surprising, inspiring and engaging visitor experience; and other departments to deliver operational improvements.

**Management responsibilities:** Line management of Assistant Grounds & Living Collections Manager with overall responsibility for a team of 3 living collection staff, and c40 volunteers.

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### Responsibilities of the post

- **Responsible for the development and delivery of the London Living Collection Plan (to deliver the objectives of the National Living Collection Plan and the site's Visitor Engagement Plan) in compliance with WWT Policies and Procedures:**
  - Responsible for overseeing and managing all aspects of the living collection, exhibits and grounds ensuring the best possible standards of animal health and welfare and visual presentation standards
  - Maintain a supply of appropriate medicines and nutritional supplements in accordance with veterinary advice
  - Review of existing bio secure facilities for isolation and quarantine for Living Collection taxa, ensuring these comply with Zoo License and Head of Living Collections recommendations
  - Monitor record keeping via ZIMS, stocks of materials, equipment, medicines and all treatments administered.
  - Ensure all exhibits, presentation and grounds areas are maintained to the highest standards
- **To consistently achieve agreed standards and responsibilities and demonstrate a commitment to continuous improvement/acquisition of job related knowledge and skills.**
  - Oversee the maintenance, refurbishment, cleaning and pest control of all exhibits and grounds areas
  - Manage, mentor and develop a team of professional animal staff

- Management of contractors working within section
  - Oversee the capture, handling and movement of Living Collection stock as required for bird/animal health checks and movements
  - Coach and develop the team to train the animals via operant conditioning which will assist capture, movement, handling, health screening and treatment
  - 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
  - To hold financial responsibility for the living collections annual budget and comply with all financial planning requirements for the department
- **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.**
- To be responsible for the effective management of the Living collections department staff, including all work programmes and duty rotas
  - Undertake regular team and one to one meetings, annual appraisals and objective setting with all departmental staff; and undertake volunteer recruitment, induction and management in line with trust processes and procedures
  - Oversee talks and demonstrations ensuring they offer the best possible experience and engagement, conveying priority messages identified by WWT. Work closely with the learning and engagement team to create the content
  - Identify and support 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
  - Manage effective internal communications within the living collections team
  - Set standards, monitor performance and champion best practice within section
  - Ensure actions of self, reflect WWT values
  - Work closely with the Management team at London to achieve the centre 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**
- Write and review risk assessments and safe operating procedures ensuring safe working practices are maintained in the team
  - Ensure the team have the necessary training identified in risk assessments and by the Head of Safety Management at all times
  - 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 HOD's 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 Operations and Facilities Managers by providing cover and support as directed**
- Lead, support and participate in Zoo Licence inspections and other audits as required
  - Attend and actively participate in weekly heads of department (HOD's) meetings
  - Dissemination of centre and departmental news/events
  - Appraise the Operations and Facilities Manager of all relevant situations or events

- Respond to Guests' feedback and enquiries, in writing and in person
- Maintain close liaison between all team members, Centre Office, Marketing and Front of House.
- Facilitate and participate in events, media and marketing initiatives as required.
- To be a member of the Centre management team acting as Duty Manager

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.

This role will require the post holder to live on site to undertake site security duties and be able to respond to out of hours Living Collection / Reserve animal welfare issues.

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**Date raised:** September 2020

**Amended:**

# Person Specification

## 1. Qualifications

### ***Essential:***

- Educated to A level standard or equivalent
- Full current driving license

### ***Desirable:***

- Animal management qualification
- 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 management level
- Substantial experience in large scale visitor attractions with animal collections
- Substantial experience in the care, feeding 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
- 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 communicate effectively at all levels within the centre and WWT central teams

Type of staff	Number managed	Number supervised
Employed Staff	4	0
Volunteers / Casual Workers	0	40 + corporate work group volunteers on an ad hoc basis
Contractors	As projects dictate	As projects dictate

## 4. Responsibility

### **Essential:**

- Responsible for the provision and maintenance of all living collections, exhibits and grounds areas (including all 'off show' animal areas and facilities)
- Responsible for the health and welfare of living collection stock in compliance with all relevant WWT policies and procedures
- 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)	£63,500
Cash Handling	£0
Assets (required for job, exc. buildings)	£300,000 (est) + living collection stock value
Visitors (per annum)	140,000

## 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 WWT Head of Living Collections, London 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
  - Ability to inspire and lead a diverse staff and volunteer force
  - Manage contractors working in the grounds
  - 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.