



Job Description

Living Collection Manager

Grade: 9

Directorate: Operations

Location: WWT Arundel Wetland Centre

Reporting to: Centre Manager

Main function of post:

To manage the living collection dept at the Arundel Wetland Centre, supporting WWT's Visitor Engagement Strategy and specific WWT Arundel's 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 within the Living Collection exhibits and surrounding grounds areas.

The post holder will be fully responsible for all aviculture, animal management, exhibits and grounds maintenance. They will work closely with the sites teams to achieve an amazing, surprising, inspiring and engaging visitor experience to deliver operational improvements by showcasing the animals in the appropriate wetland habitat.

Management responsibilities: Line management of Living Collections Supervisor with overall responsibility for a team of 3 living collection staff, and circa 10 volunteers.

Responsibilities of the post

1. Responsible for the development and delivery of the Arundel 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 husbandry and welfare and visual presentation standards
 - Maintain a supply of appropriate medicines and nutritional supplements and clinical care in accordance with central WWT veterinary advice
 - Liaise with zoological institutions and respected partners to ensure the genetic sustainability of the species within the collection

- Review of existing biosecure facilities for isolation and quarantine for Living Collection taxa, ensuring these comply with Zoo License standards and Head of Living Collections recommendations
 - Monitor record keeping via ZIMS and ensure the team is inputting the appropriate information.
 - Be involved with European and UK based breeding programs managing their incubation and rearing with a prescribed exit strategy.
2. 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 animal care staff and provide appropriate CPD
 - Management of contractors working within section
 - Liaise with zoological institutions and respected partners to ensure the genetic sustainability
 - 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
3. 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.
 - Identify and support delivery of appropriate tasks/projects for visiting corporate work groups.
 - 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 Arundel to achieve the centre business objectives
 - Support the central WWT teams to deliver seasonal events, improve interpretation and implement changes in the delivery and offering
4. 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 Duty Manager / General Manager/Facilities 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 and Arundel's environmental and sustainability policies
 - Work with other HOD's to ensure that the Health, Safety and Security of our visitors and staff is of prime importance
 - Attend internal or external safety training as and when required to keep abreast of continually changing modern standards
5. To support the HOD's 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 Centre Manager of all relevant situations or events
 - Respond to Guests' feedback and enquiries, in writing and/or 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 respond to emergency Living Collection / Reserve animal welfare issues in person or by a remote process if required.

Date raised: September 2020

Amended: April 2026

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 and rodenticides
- Firearms certificate

2. Experience

Essential:

- Demonstrate practical and operational experience at management level
- Substantial experience in large scale visitor attractions with animal collections
- Substantial experience in the husbandry and welfare of a variety of animal species with a creative approach to change
- An enthusiastic approach and a desire to develop a team approach and share skill-sets
- Knowledge of UK legislation relating to zoo practice and animal welfare
- Experience of budget management
- IT skills, especially MS Excel, Outlook & Word; experienced ZIM's operative

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 team member	Number managed (No. of direct reports)	Number supervised
Employed staff	3	0
Volunteers	0	0
Casual Workers	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)
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Budget Responsibility	£85,000
Income	£0
Assets (required for job, exc. buildings)	£95,000 (est) +living collection stock value
Visitors (number per annum)	96,000

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, Arundel Heads of Department and Veterinary Staff
 - Liaison with the general public, local authorities, sponsors, volunteers, other WWT functions
 - Support other departments 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.