

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	<b>Zoo Keeper</b>	<b>Grade:</b>	GG57	<b>Job Code:</b>	LCC317
<b>Service/Team:</b>	Directorate of Communities and the Environment/Public Realm	<b>Role Type:</b> <i>*Delete as appropriate</i>	FIXED	<b>Reports to:</b> <i>*Title &amp; LCC Code</i>	Public Realm Supervisor (Williamson Park)
<b>Line Managers:</b> <i>*Title/s &amp; LCC Code</i>	Not applicable				

Job Overview
<p><b><u>Overview</u></b></p> <ul style="list-style-type: none"> <li>The day-to-day care and welfare of animals and plants. To complete records and ensure cleanliness and safety within all areas of the zoo. To conduct tours around the facilities and provide educational information to visitors. Deliver a quality service to the public. To supervise work placement staff and volunteers and monitor their work programmes.</li> </ul>
Direct Responsibilities
<ul style="list-style-type: none"> <li>To ensure that all items of the zoo collection are well cared for in accordance with the Zoo Licence and Secretary of State Standards of Modern Zoo Practice.</li> <li>To ensure records are kept in accordance with the zoo licence, in particular feeding and temperature checklists which must be completed on a daily basis.</li> <li>To ensure all animals are fed, watered and cleaned and their welfare is maintained to the highest of standards.</li> <li>To ensure cleanliness in all areas of the zoo and exhibition areas are of the highest standard for both the zoo collection and public areas.</li> <li>Provide up to date interpretation for the collection and offer information relating to the care of exhibits as and when requested.</li> <li>To order and correctly store pupae, food, substrate and equipment associated with the collection.</li> <li>To ensure that all equipment is kept up to date and in working order, reporting any issues at the earliest opportunity.</li> <li>To plan and undertake educational visits, meet the keeper sessions and provide holiday activities to assist in achieving the educational element of the zoo licence.</li> <li>To assist the parks management in the research, planning and delivery of new developments and exhibitions.</li> </ul>

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- To offer new, up to date ideas of delivery to allow the department to maximise visitor numbers and income generation.
- To communicate in a polite, courteous and professional manner with members of the public, ensuring you are proactive when advising residents and visitors appropriately.
- To comply with all Health and Safety policies as required
- You must take responsibility for the cleanliness of your work environment, ensuring any accidents or spillages and cleaned up accordingly.
- Be responsible for ensuring personal protective equipment is adequate for purpose and that uniform provided is always worn and of the highest standard.
- To work with the park's community and volunteers across the park grounds as and when appropriate.
- To carry out safety inspections to ensure public access is safe and take corrective action as necessary where appropriate.
- To record incidents / accidents that may occur within the park and follow the relevant policy.
- There may be a requirement to drive fleet vehicles up to 7.5 tonnes including towing trailers. It will be expected that the post holder maintains a clear, current driving licence\*.
- To promote environmental good practice by taking positive steps to minimise damage to the environment and disturbance to habitats.
- To maintain an excellent standard of appearance and conduct as a representative of Lancaster City Council, wear the uniform and personal protective equipment provided to you during works time.
- To assist the other parks team on related tasks as and when required in line with the business needs.
- Assist with the staging of events in the Park including setting up and dismantling of equipment and stewarding as necessary.
- Undertake training as required – determined by the Employee Development Appraisal process.
- To work evenings and weekends in line with the business needs of the Park – flexi time will not apply.
- To work outdoors in inclement weather
- To undertake duties as required by the line manager commensurate with the grade of the post.

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### Primary Measurable Objectives

Primary tasks within the role that will help us achieve on the council ambitions:

- To ensure that all items of the zoo collection are well cared for in accordance with the Zoo Licence and Secretary of State Standards of Modern Zoo Practice.
- To ensure records are kept in accordance with the zoo licence, in particular feeding and temperature checklists which must be completed on a daily basis
- To ensure all animals are fed, watered and cleaned and their welfare is maintained to the highest of standards.
- To ensure cleanliness in all areas of the zoo and exhibition areas are of the highest standard for both the zoo collection and public areas.

### Staff Management Responsibilities

- Not applicable

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<b>Person Specification</b>			
<b>Knowledge &amp; Educational Requirements</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Assessed by: App Form, Interview, Certificate, Test, Other...</b>
<b>Specialised Qualifications &amp; Training</b>	NVQ Level 3 in Animal Care or equivalent  Full, Clean driving licence	To hold a diploma in Animal Management Level 3 or equivalent  First Aid certificate	App Form, Interview, Certificate
<b>Experience</b>	Experience of working with animals or collections that include reptiles, invertebrates, butterflies and small mammals incl. callitrichid and meerkats  Experience in working in a customer-facing role is essential to provide an excellent customer service to ensure the customer experience is fulfilling and promotes repeat visits.	Experience of planning and delivering educational tours and holiday activities	App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	Knowledge and understanding of managing a zoo collection  Ability to transport equipment	Understanding of the role of BIAZA ( British & Irish Association of Zoos and Aquariums)  Health and Safety awareness	App Form, Interview
<b>Personal Attributes Including Interpersonal &amp; Communication Skills</b>	To have the confidence and ability to work alone and perform efficiently with trust and integrity  To be able to make decisions around tasks on a daily basis and to feedback to their line manager on any areas which need further resources.  Good communication and organisational skills  Ability to take a common sense, practical and positive approach to work		App Form, Interview
<b>Special Requirements/Other</b>	Working week will be Monday to Sunday on a 5 out of 7 rota including evenings, weekends and bank holidays, in line with business needs. There will be		App Form, Interview

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	no opportunity for flexible working.		
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### **Additional information**

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.