**Lead Keeper Role Profile**

**Job Title:** Lead Keeper

**Location:** Hemsley Conservation Centre

**Reports to:** Animal Manager / Directors

**Management:** Coordinate and supervise daily operations of zoo keeping team on behalf of the animal manager/director(s).

**Role Purpose and Dimensions:**

* Coordinate and oversee management of animals under the care of the section.
* Support the function of senior staff by undertaking additional duties as required.
* Directly contribute to all aspects of animal care, including husbandry routines, managerial operations and environmental enrichment, and supporting veterinary intervention as required.
* Improve knowledge of animal biology and management, including observations and record keeping, supporting and participating in zoological research.
* Support and participate in education, media and marketing initiatives to encourage public understanding of animals and promote the HCC mission.

The Role:

**Planning**

Prepare for and attend regular departmental meetings / undertake agreed actions.

**Animal Management**

* Ensure exemplary standards of husbandry, health and welfare standard within the areas of responsibility.
* Coordinate, oversee and carry out animal husbandry routines and environmental enrichment.
* Collate and maintain animal observation records.
* Facilitate and contribute to zoological research.
* Organise or support animal management operations and veterinary intervention as required.
* Undertake and maintain records of animal enclosure security checks.
* Maintain and enhance animal enclosures.
* Implement and monitor bio-security policy and procedures.
* Monitor all the animals within your areas of responsibility for signs of illness, injury or distress. Co-ordinate with the animal manager to organise veterinary interventions. Supervise the administration of medical treatments as necessary.
* Manage, maintain and advance animal welfare including the design and implementation of enrichment and training programmes for animals on the section.
* Have an in depth knowledge of all aspects of the Secretary of States Standards for Modern Zoo Practice.

**Human Resources**

* Assist in the management of staff rotas.
* Advise and supervise junior members of staff.
* Supervise and mentor junior member of staff and volunteers.
* Provide six monthly reviews/appraisals for staff.
* Instigate and manage disciplinary procedures as required.
* Undertake programme of CPD.
* Responsible for maintaining a motivating, supportive and professional culture and working environment within the team.

**Health and Safety**

* Ensure section adherence to health and safety policies and procedures.
* Assist with maintaining risk assessments, implement and monitor H&S measures.
* Maintain understanding and emergency procedures – practice and enact when required.
* Ensure safe working procedures and staff training are correctly documented, audited and updated as necessary.
* Complete checks on animal health, equipment and enclosures before opening and closing and periodically throughout the day.
* Implement hygiene, biosecurity and disease prevention protocols to minimise the risk of infectious and zoonotic diseases.

**Communications, education and public awareness**

* Share relevant information and disseminate organisational news and updates to the team.
* Facilitate and participate in education, media and marketing initiatives as required.
* Engage guests informally during course of duties.
* Responsible for the development and delivery of innovative animal talks and presentations to meet aims and objectives for interpretation and informal conservation education.
* Ensure an exemplary visitor experience for all visitors.
* Ensure exemplary customer service is delivered at all times.

**Compliance and best practice**

* Support and participate in zoo licence inspections, and other audits as required.
* Make sure the zoo is operating in line with the most current version of the Secretary of State’s Standards for Modern Zoo Practice in all aspects of its operations.
* Support and participate in BALAI inspections as required.
* Maintain understanding of ethical, population management, and animal welfare policies.
* Ensure section adherence to environmental policy and procedures.
* Assist other departments and sections in their duties as and when required as directed by senior staff.
* Assist with zoo wide operations and commercial activities such as events, conferences and experiences.
* Any other duties instructed by the animal manager or directors.

**The Candidate**

**Qualifications and Experience**

* Minimum level 3 in animal management or biological sciences.
* Extensive knowledge and wide-ranging experience of exotic animal management.
* Specialist taxonomic knowledge and experience.
* Demonstrable experience supervising teams.
* Contemporary knowledge of exotic animal husbandry.
* Understanding of relevant legislation and best practice.
* Knowledge of issues affecting zoological collections and their contributions to conservation, science and education.
* IT skills and proficiency in use of software (word processing, spreadsheets, presentations and animal record systems).
* Full driving licence valid for the UK.
* Basic understanding of health and safety requirements.

**Desirable**

* Degree or equivalent in animal management of biological sciences.

**Attributes**

* Ability to mentor and provide support for professional and personal development.
* Aptitude for combining academic and practical aspects of the role.
* Aptitude for innovation and practical problem solving.
* Strong communication and people skills.
* Planning and project management skills.
* An understanding of the values and behaviour expected within this role.
* Has the ability to organise work, monitor and set work for junior staff and keep excellent records.
* Is self-motivating and self-managing. Follows through projects to completion. Has a high standard of personal integrity and professionalism.