**Lead Keeper Role Profile**

**Job Title:** Host & Presenter

**Location:** Hemsley Conservation Centre

**Reports to:**  Operations Manager & Relevant Animal Lead Keeper(s)

**Management:**  To deliver all guest experience roles.

**Role Purpose and Dimensions:**

* To engage with guests to ensure that they have a positive and engaging experience.
* To staff walkthrough exhibits, develop and deliver the daily programme of talks to guests, and engage guests of all ages around the zoo grounds.
* To deliver zoo animal experiences.
* To deliver after hours/late evening/overnight experiences to guests when the zoo is closed.

Main Duties of the Role:

* Intensify the guest experience and engagement with the natural world through an exciting range of learning experiences.
* Engage guests and draw their attention to the animals, enclosure design and conservation work.
* Supervise and engage guests in walk through enclosures.
* Encourage guests to ask questions and answer any queries they may have.
* Deliver animal experience encounters.
* To deliver after hours/late evening/overnight experiences to guests when the zoo is closed.
* Work evening events.
* To work with the team to develop the learning materials used by staff and guests.
* Encourage a proactive approach to guest experience and engagement.
* To supervise seasonal staff and volunteers where appropriate.
* Record any significant events that happen during a shift and report them to the keeping team.
* Give scheduled talks.
* Assist other members of the team in duties.
* Adhere to dress code standard and uniform policies at all times.

**Guest Services**

* Ensure that the companies guest services standards and policies are followed and adhered to.

**Animal Management**

* Make sure all elements of an experience are checked with the keeping team at the beginning of any shift and/or event.

**Human Resources**

* Ensure line manager is consulted and updated on a regular basis.

**Health and Safety**

* Ensure adherence to health and safety policies and procedures at all times.
* Ensure safe working procedures and staff training are correctly documented and recorded as necessary.

**Communications, education and public awareness**

* Share relevant information.
* Facilitate and participate in education, media and marketing initiatives as required.
* Engage guests informally during course of duties.

**Compliance and best practice**

* 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 relevant line manager.

**The Candidate**

**Qualifications and Experience**

* Minimum level 3 in animal management or biological sciences.
* Contemporary knowledge of exotic animal husbandry.
* 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.
* An understanding of the values and behaviour expected within this role.
* Has the ability to organise work, monitor and record work.
* Is self-motivating and self-managing. Follows through projects to completion. Has a high standard of personal integrity and professionalism.