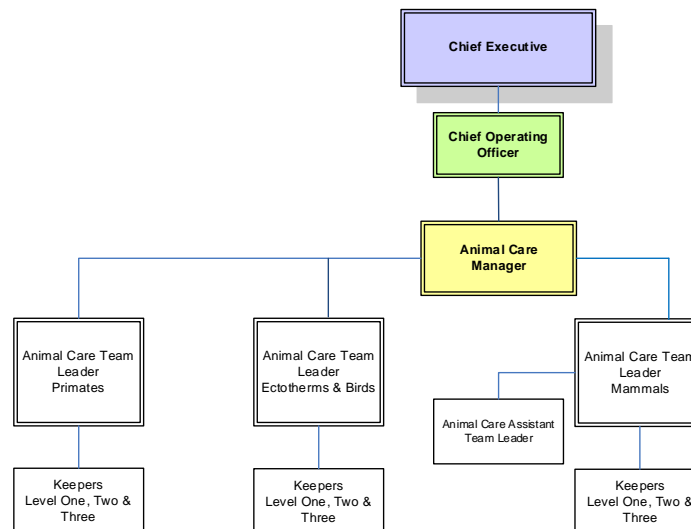


POSITION DESCRIPTION

Job Title:	Animal Care Team Leader
Reports To:	Animal Care Manager (ACM)
Direct Reports:	Assistant Team Leader assigned to section Keepers Assigned to section Volunteers and Casuals as required
Position Purpose:	<p>The Animal Care Team Leader (ACTL) is responsible for the efficient running of their section and team, while ensuring integration with the wider Animal Care team. Within their section they are responsible for animal husbandry and welfare outcomes, planned habitat maintenance and improvement, and delivery of visitor experience initiatives. The ACTL supports their team members through providing effective organisation and planning, technical advice, sound decision-making, as well as considering their development and overall staff welfare.</p> <p>The ACTL is a proactive leadership position that requires both practical daily oversight (working to a roster and on their assigned section as required) as well as a forward focused approach to the leadership of the team and Animal Care strategies.</p> <p>This is a hands-on operational role requiring the Team Leader to work on a roster and on their assigned section as required.</p>
Date:	November 2024

Organisational Context:



Important Functional Relationships:

External

- Zoo visitors
- Personnel of the Zoo's strategic partners and external agencies e.g. MPI
- Zoo Sponsors and Donors
- International StudBook Keepers
- Staff from other zoos

Internal

- Animal Care Staff
- Chief Operating Officer
- Animal Science Team: Te Kōhanga The Nest; Nutrition.
- Communication, Experience and Conservation Team
- The Grounds Team and the Maintenance Team
- Project Manager
- People and Culture Lead
- Health Safety Lead
- All other Zoo staff and volunteers

Key Result Areas:

The requirements of Key Result Areas are broadly identified below:

Jobholder is accountable for
<p>1. Leadership</p> <ul style="list-style-type: none"> ➤ Provide effective leadership to all members of their section team. ➤ Lead team to achieve the highest level of individual performance, activities and presentation across the section. ➤ Hold regular one-on-one meetings with team members and maintaining the associated records. ➤ Ensuring team rosters are managed appropriately in a timely manner. ➤ Manage level balances to required levels across section team. ➤ Ensure the development of team members through identification of both individual and team training needs/goals, and consulting with ACM on appropriate developmental activities to meet these needs. ➤ Providing technical expertise, coaching, training and ongoing feedback. ➤ Provide coaching and support with any types of change that may occur, e.g. rosters, runs, procedures, SOPs etc. ➤ Collaborate with ACM with the recruitment and selection process for Animal Care staff members. ➤ Manage any staff performance matters and resolving operational HR issues within section collaborating with ACM as required. ➤ Providing the ACM with support in ensuring any complaints are resolved. ➤ Supporting the ACM with any media enquiries. ➤ Ensuring a cycle of regular and accurately recorded team meetings take place. ➤ Fostering a positive and constructive staff culture in their team and ensuring the team understands the Zoo's strategy and values and how their performance and role contributes to the Zoo's success in delivering on the strategy. ➤ Manage planned leave issues – leave liability.
<p>2. Planning and Logistics</p> <ul style="list-style-type: none"> ➤ Maintaining a proactive, planned programme for the ordering of supplies and the maintenance of equipment and tools. ➤ Ensure regular checks of habitats take place and collaborate with both the Maintenance Team and Grounds Team for a proactive planned programme of maintenance across all habitats on section. This may be delegated to the AACTL or another as appropriate and applicable. ➤ Ensuring purchase orders are raised, receipted and that any issues with payment of invoices are dealt with in a timely manner in conjunction with the Finance and Administration Advisor. ➤ Ensuring that all assets, uniform, equipment and tools used by the team are well-cared for. ➤ Assisting the ACM with the implementation of the Animal Care and Science annual Strategy Map. ➤ Supporting the ACM and Animal Science Manager (ASM) in planning and logistics for animal transfers and transportation. ➤ Create plans and implement projects to completion ensuring other relevant parties are collaborated with and included. ➤ Ensuring accurate and timely record keeping is maintained in relation to animal identification, ZIMS entries and any other reports pertaining to animals held on section. ➤ Supporting the effective development and team implementation of processes, routines and goals. ➤ Supporting the ACM by providing input for the WZT asset renewals plans. ➤ Ensuring team rosters are managed effectively to meet both husbandry and visitation needs, working collaboratively with the ACM and other Team Leaders to maintain a holistic view to staffing needs across the wider Animal Care team.
<p>3. Visitor Experience</p> <ul style="list-style-type: none"> ➤ Ensure the delivery of agreed effective messages and animal experiences to visitors by the team. ➤ Being a champion for the Zoo's strategic commitment to outstanding daily visitor care. ➤ Facilitating co-operation of team members with initiatives from the Marketing and Communications, and Business and Partnerships teams.
<p>4. Communication</p> <ul style="list-style-type: none"> ➤ Working with the ACM to identify, develop and implement appropriate research and involve team members as appropriate. ➤ Assisting with the development and preparation of articles for publication or presentations relevant to the profession; actively involving team members as appropriate. ➤ Sharing technical expertise and skills and representing section across the Zoo through participating in relevant project teams and committees. ➤ Facilitating regular two-way communication of information with the team, both through formal and informal channels. ➤ Maintaining regular upward communication with the ACM. ➤ Ensuring critical issues are communicated in a timely manner to the ACM.

5. Animal Husbandry and Welfare

- Responsibility for all animal welfare, training, conditioning, and husbandry outcomes across their section.
- Oversee and support the welfare groups and ensure animal training, enrichment maintenance for species in section.
- Providing technical advice and support to the team on husbandry, animal observation and management of animals held within the section on an ongoing basis.
- Working with the ACM and ASM to ensure the Zoo's strategic species planning approach is followed for the section.
- Assisting with development, implementation and maintenance of in-house animal husbandry manuals and quarantine protocols for all species within the section, ensuring consistency within the Animal Care and Animal Science Team Ensuring a high level of animal health is maintained through close liaison with the ACM and The Nest Te Kōhanga Wildlife Health Services team.
- Ensuring compliance of self and team members with all animal record keeping and studbook requirements, as appropriate.
- Ensuring ongoing adherence by self and team to safe and correct animal handling practices and techniques, including capture, immobilisation and transport of animals.
- Supporting the ACM in promoting a culture of learning on the job through cross training programmes, the experience of other Zoo staff to ensure highest standards of animal husbandry and welfare.
- Assisting with development and implementation of incubation & hand-raising protocols, as required .

6. Habitat Management

- Ensuring all animal habitats on section adhere to the MPI Standard for Zoo Containment Facilities 2018 and Animal Welfare guidelines and advising ACM and ASM if non-compliant; and ensuring effective containment of animals and prevention of escapes from habitats, particularly those animals considered a threat to the community, agriculture or the environment.
- Ensuring that all animal habitats on section are presented in line with expectations from a progressive Zoo and that animal habitats are safe for visitors, staff and animals. Communicate and work with ACM to address any deficiencies.
- Monitoring and report habitat and section maintenance requirements to ACM and Maintenance Team.
- Participating in the design and development of new / modified habitats and holding facilities, as required, providing taxa and technical advice and ensuring the inclusion of team members as appropriate for their professional development.
- Supporting the Grounds team and Introduced Species Management Committee with implementation of preventative pest control on the section.

7. Policies and Procedures

- Ensuring that all standard operating procedures are updated regularly and relevant; completing the annual review of all standard operating procedures for the section in a timely manner, ensuring no lapse between effective dates.
- Development of new SOPs as required, in association with the Animal Care Manager, to ensure compliance with all health and safety and legal requirements.
- Assisting with revision and updating of the Zoo Manual for MPI.
- Providing technical input to support the formulation of any new policy and procedures for the Animal Care Team.
- Maintaining an up to date understanding of Zoo and Aquarium Association Australasia (ZAA) policies and position statements, and the World Aquarium and Zoo and Aquarium Association (WAZA) Animal Welfare Strategy.
- Ensuring compliance with relevant legislation, professional standards and all WZT policies and procedures at all times by self and team.

8. Conservation and Sustainability

- Ensuring both self and team have a good understanding of the WAZA Conservation Strategy and that principles are consistently applied in everyday practice.
- Assisting with identification, implementation or participation in Wellington Zoo conservation strategy where appropriate and ensure staff are supported and encouraged to participate in these programmes and projects.
- Ensuring adherence to Australasian Species Management Programme (ASMP) programmes as appropriate.
- Leading the way in modelling sustainable behaviours; actively promoting the Zoo's sustainability ethos and ensuring the team is always looking for the most sustainable way to perform daily work.

9. Health and Safety

- Ensure staff receive induction and adequate supervision, information, assistance and training to meet all health and safety responsibilities.
- Undertaking day to day monitoring for assurance that all health and safety protocols and standard operating procedures are upheld by team members.
- Maintaining a complete practical understanding of how to implement all WZT emergency procedures in compliance with WZT policy and procedures and relevant, Environmental Management legislation and the Health and Safety at Work Act.
- Ensuring health and safety is discussed regularly at team meetings.
- Ensuring the health and safety performance of the team is monitored and periodically reviewed.
- Promote and contribute to a culture committed to the health and safety of our staff, contractors, suppliers and visitors.
- Ensuring that safety equipment and capture equipment are maintained, and all staff are adequately trained in their use.
- Ensuring any hazardous conditions, near misses, injuries and accidents are reported immediately to your manager and through the HIKO portal.
- Participating in meetings, training and other health and safety activities.
- Informing the Health, Safety & Wellbeing Committee about any areas of concern.
- Meeting employee responsibilities and contributing to providing a safe working environment for visitors and fellow staff through following safe working instructions and adhering to all health and safety policies and procedures set down by WZT.

Note: The above performance standards are provided as a guide only. The employee will carry out duties in this job description and other reasonable instructions as required by WZT. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Person Specification:

Knowledge/Experience**Essential**

- At least 10 years' experience with human-care animal husbandry and animal management.
- 5+ years successfully managing and leading a team.
- Able to effectively coach, manage and nurture a team to achieve goals as well as have the capacity to make good decisions.
- Experienced leading through change.
- Experience in habitat maintenance and the ability to review habitats for animal welfare, safety, and visitor appeal.
- Demonstrated experience in species management.
- Good working knowledge of Zoological software systems, ideally ZIMS
- Successfully implemented projects within an Animal Care environment.
- Good written and oral communication skills with the ability to engage and build positive relationships with internal and external parties.
- Experience working with the media.
- Ability to proactively plan and prioritise work for self and teams.
- Able to interpret and analyse relevant information and distinguish between different options and make effective decisions and recommendations.
- Planning and organisation skills with an aptitude for juggling competing priorities.
- Ability to deal with ambiguity and changing operating environments.
- Thorough understanding of the WAZA Conservation and Animal Welfare Strategies and demonstrated knowledge of implementation thereof, with the emphasis on the Australasian region.
- Able to establish trust and credibility with internal and external parties.
- Knowledge of conservation issues.
- Demonstrated understanding of the role of a progressive zoo

Other:

- Flexibility to work weekends, public holidays, as well as evenings if required.
- Knowledge of tikanga and te reo Maori (useful)