

POSITION DESCRIPTION

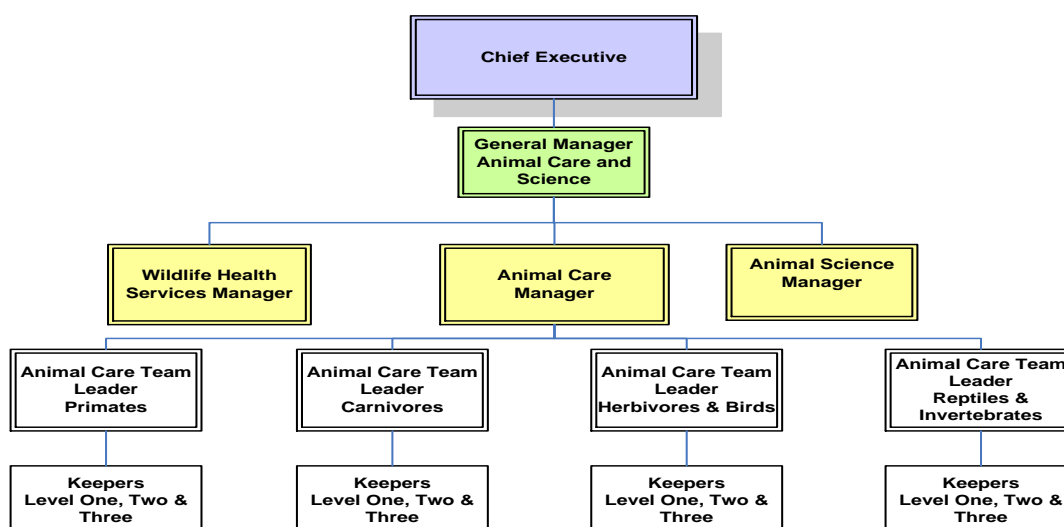
Job Title:	Animal Care Team Leader
Reports To:	Animal Care Manager
Direct Reports:	Keepers assigned to section
Indirect Reports	Volunteers as required
Position Purpose:	The Animal Care Team Leader (ACTL) is responsible for the efficient running of their section and team, while ensuring integration with 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. The ACTL is a proactive leadership position that requires both practical daily oversight, and a forward focused approach to the running of the team and section.

In supporting the Zoo's strategy to be the Zoo with the biggest heart, the ACTL will:

- ensure all team members are supported in developing and applying high standards of animal husbandry skills across their section;
- undertake day to day monitoring to uphold the adherence to procedures and standards by all members of their team;
- maintain the highest level of animal welfare for the species in their team's care;
- plan and manage their section's species and innovative habitats;
- manage the delivery of effective messages and animal experiences to visitors by their team;
- work closely with the Animal Care Manager (ACM) on the recruitment of quality staff and objective setting, development and performance management of team members.
- facilitate regular communication of information to/from the team and ensure critical issues are communicated in a timely manner to the ACM.
- ensure regular administration, record keeping and forward planning is undertaken by both self and team to ensure the efficient running of the team and section.
- undertake effective organisation, time management and allocation/use of resources across their section.

Date: December 2019

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 Stud Book Keepers
- Staff from other zoos

Internal

- Animal Care Manager
- General Manager Animal Care and Science
- Strategic Management Team (SMT)
- The Nest Te Kōhanga Wildlife Health Services Team
- Animal Science Team
- Communication, Experience and Conservation Team
- Wellington Zoo Trust Board
- Zoo staff and volunteers

Key Result Areas:

The position of Animal Care Team Leader encompasses the following functions or Key Result Areas:

1. Leadership
2. Planning and Logistics
3. Visitor Experience
4. Communication
5. Animal Husbandry and Welfare
6. Habitat Management
7. Policies and Procedures
8. Conservation and Sustainability
9. Health and Safety

The requirements in the above Key Result Areas are broadly identified below:

Jobholder is accountable for
<p>1. Leadership</p> <ul style="list-style-type: none"> ➤ Providing effective leadership to all members of their section team. ➤ Ensuring highest level of individual performance, activities and presentation across their section ➤ Providing technical expertise, coaching, training and ongoing feedback to motivate and ensure professional development of all team members. ➤ Holding monthly one-on-one meeting with all team members, and maintaining associated records for each of these meetings. ➤ Ensuring 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. ➤ Assisting the ACM with the recruitment and selection process for Animal Care staff members. ➤ Working with ACM in managing staff performance and resolving operational HR issues within section. ➤ 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.
<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. ➤ Maintaining a proactive, planned programme for the maintenance of all habitats on section, coordinating work with the Maintenance Team as required. ➤ 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. ➤ 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 into preparation of annual asset renewals plans and budgets. ➤ Ensuring team rosters and leave requests are planned and 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"> ➤ Assisting ACM, Community Engagement Manager and Team Leader Conservation Engagement with development, implementation and review of animal talks, Close Encounter opportunities and training of staff to enhance the value of the visitor experience. ➤ Ensuring the delivery of 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 and General Manager Animal Care and Science.
<p>5. Animal Husbandry and Welfare</p> <ul style="list-style-type: none"> ➤ Responsibility for all animal welfare, training, conditioning, and husbandry outcomes across their section. ➤ Developing, implementing and maintaining animal training plans for all species within their section. ➤ Developing, implementing and ensuring adherence to the Zoo's enrichment principles for their 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 Zoo. ➤ 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 and use of research to ensure highest standards of animal husbandry and welfare. ➤ Assisting with development and implementation of incubation & hand-raising protocols, as appropriate.
<p>6. Habitat Management</p> <ul style="list-style-type: none"> ➤ 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. ➤ 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 held within and that visitors are able to see the animals. Communicate and work with ACM to address any deficiencies. ➤ Ensuring ongoing evaluation, development and management of all habitats on section so they are engaging for visitors and animals, and meet all animal welfare needs. ➤ 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.
<p>7. Policies and Procedures</p> <ul style="list-style-type: none"> ➤ 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.

<ul style="list-style-type: none"> ➤ 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.
<p>8. Conservation and Sustainability</p> <ul style="list-style-type: none"> ➤ 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 projects 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.
<p>9. Health and Safety</p> <ul style="list-style-type: none"> ➤ Ensuring 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 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 that daily rest and meal breaks for all team members are set as required by the Employment Relations Amendment Act 2018. ➤ Ensuring health and safety is discussed regularly at team meetings. ➤ Ensuring the health and safety performance of the team is monitored and periodically reviewed. ➤ Promoting 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. ➤ Participating in meetings, training and other health and safety activities. ➤ Informing the Safety Improvement Team (SIT) 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. ➤ Proactively contributing to a culture committed to the health and safety of our staff and visitors.

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

- ☐ Minimum of six years' experience with human-care animal husbandry and animal management.
- ☐ Experience in habitat maintenance and the ability to review habitats for animal welfare and visitor appeal.
- ☐ Demonstrated experience or potential to coordinate, lead, develop and motivate staff.
- ☐ Demonstrated experience in species management.
- ☐ Good written and oral communication skills and an ability to deal with the media.
- ☐ Ability to proactively plan and prioritise work for self and teams.
- ☐ Excellent problem solving skills.
- ☐ 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.

Key Job Competencies

- ☐ Leadership & People Management
- ☐ Technical Expertise
- ☐ Planning & Organising
- ☐ Communication Skills
- ☐ Relationship Management
- ☐ Decision Making and Problem Solving