



POSITION DESCRIPTION

JOB TITLE: Manager

REPORTS TO: Board of Trustees

DIRECT REPORTS: Animal Care Team Leader
Facilities Manager

TOTAL STAFF: 8.2 FTE (including this position)

EXTERNAL CONTACTS:

- Community groups and education providers
- Department of Conservation
- Halifax Veterinary Centre and Town & Country Vets
- Iwi
- Local government
- Ministry for Primary Industries
- News media
- Partnership organisations
- Sponsors and grant providers
- Zoo and Aquarium Association
- Zoo sector organisations and professional affiliates

POSITION PURPOSE:

The Manager has overall responsibility for the day-to-day performance and financial administration of the zoo to maintain positive animal welfare and deliver memorable visitor experiences in a safe environment.

This position works with the Trustees to develop the strategic direction to achieve the Natureland Wildlife Trust's Vision.

The Manager ensures that the staff have total commitment to the Natureland Wildlife Trust's vision through regular, direct communication and by fostering a cohesive team culture.

A key focus of this position is to improve the viability of the Natureland Wildlife Trust through developing and maximising revenue opportunities and leading the staff in developing and applying innovative approaches to the daily operation of the zoo.

VISION: To be a world class model for small scale, zoo-based collaborative conservation.

KEY RESPONSIBILITIES:

<p>Leadership</p> <ul style="list-style-type: none"> • Lead the team to achieve the outcomes and performance measures of the Trust’s strategic plan through effective communication, motivation and empowerment. • Ensure a positive and collaborative staff culture that enables effective teamwork. • Lead the effective planning and delivery of approved projects, such as exhibit improvements. • Conduct regular staff performance reviews and support professional development that builds on their strengths. • Manage staff workloads effectively. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Strategic outcomes and performance measures are met or exceeded. • Positive team culture is cultivated and maintained and all staff, volunteers and students feel valued, respected and important. • Negative feedback or complaint is managed with restraint and resolved in a timely and appropriate fashion. • All projects are delivered fit for purpose, on time and within budget. • Development plans are in place for the team and each individual, and regular performance reviews are held.
<p>Financial Management</p> <ul style="list-style-type: none"> • Manage budgets efficiently. • Maximise revenue through effective marketing. • Increase the zoo’s viability through implementation of revenue opportunities and the development programme, including the preparation of funding applications. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Cost effective operational budgets are developed and achieved. • Admissions revenue is increased. • Revenue opportunities are identified and achieved.
<p>Administration and Reporting</p> <ul style="list-style-type: none"> • Administration of all financial systems, including payroll. • Regular revision of the Quality Management System (QMS), associated policies and procedures; and the provision of staff training and competency assessment in these; to ensure efficient day-to-day performance and compliance with all legislative requirements and industry guidelines. • Ensure that all husbandry manuals, diets, and operating procedures are annually reviewed and updated as required; and that staff are trained and competent in their implementation. • Prepare management reports on recent performance for the Board of Trustees. • Prepare quarterly Services Contract Report for Nelson City Council. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Financial systems are managed correctly and efficiently. • The QMS and associated policies and procedures are current and compliant with all legislative requirements and industry guidelines, including those of Ministry for Primary Industries, Department of Conservation and Zoo & Aquarium Association. • The QMS and all other Natureland policies and procedures are adhered to at all times by staff and volunteers.
<p>Visitor Experience</p> <ul style="list-style-type: none"> • Provide a visitor experience that fulfils the Trust’s Mission to be an outwardly focused conservation charity that creates meaningful 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • All visitors have a positive, engaging, and interactive experience. • Staff are proactive and confident in creating opportunities for visitor experiences.

<p>connections between people, places, and animals.</p> <ul style="list-style-type: none"> • Ensure that we maximise positive welfare outcomes for all of the animals at Natureland, including high standards of hygiene, animal health care and environmental enrichment. • Ensure that animal containment and health and safety requirements are maintained and that all enclosures are kept free from pests. 	<ul style="list-style-type: none"> • Visitors are enthusiastic about the talks, experiences, and exhibits at Natureland. • All enclosures are well maintained, safe, and engaging for animals and visitors. • Pest-free exhibits and low pest levels in the zoo due to preventative pest control.
<p>Conservation</p> <ul style="list-style-type: none"> • Ensure staff participation and support for all our native species conservation projects. • Educate our visitors about our conservation actions and projects, including the Zoo & Aquarium Association conservation programmes for the exotic animals in our collection. • Ensure adherence to the breeding programmes managed through the Zoo & Aquarium Association. • Support staff with conservation project participation, training, and implementation. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Staff feel confident and empowered to contribute to and promote breed-for-release, rehabilitation and other conservation programmes. • Natureland’s conservation efforts are recognised by the community. • No non-recommended breeding occurs where preventable. All animals in collection have a plan designed to improve and/or sustain welfare.
<p>Health and Safety</p> <ul style="list-style-type: none"> • Lead a culture committed to a safe and healthy environment for our staff and visitors. • Implement and regularly review Natureland’s Health and Safety policies in compliance with the Health and Safety at Work Act, 2015. • Ensure any hazardous conditions, near misses, injuries, or accidents are reported and all follow up actions are completed in an appropriate timeline. • Ensure all staff, volunteers and Unitec students receive induction and adequate supervision, information, and training to meet all health and safety responsibilities. • Ensure health and safety is discussed regularly at team meetings and that the health and safety performance of the team is monitored and periodically reviewed. • Ensure staff are trained, competent and have the resources and materials they need for the safe and effective capture, restraint and translocation of animals. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Natureland is a safe and healthy environment for animals, staff, and visitors. • Staff are capable of implementing emergency procedures and health and safety response in a timely, safe, and effective manner. • Any health and safety concerns are communicated, recorded, and addressed in a timely fashion. • Reporting on health and safety metrics are provided to the trust board. • Animals and staff are safe at all times during a capture operation.

Person Specification:

Essential Knowledge and Experience:

- Demonstrated experience or potential to coordinate, lead, develop, and motivate staff, including supervision and team building skills
- Proven leadership skills in creating a visitor experience based on positive engagement
- Expertise in financial management and administration
- Understanding of and commitment to conservation and conservation leadership
- Highly developed interpersonal and communication skills, including ability to deal with the news media
- Ability to adapt to changing operating environments with appropriate time management and organisational skills
- Holds a current and valid driver's licence

Competencies:

- Leadership and decision-making skills
- Financial management and administration
- Computer skills, including financial administration systems, e.g. Xero, Payroll and VEND
- Planning and organisational skills
- Communication skills
- Relationship management

Alan Hinton, Chair, Natureland Wildlife Trust

Date

Position Holder:

Date