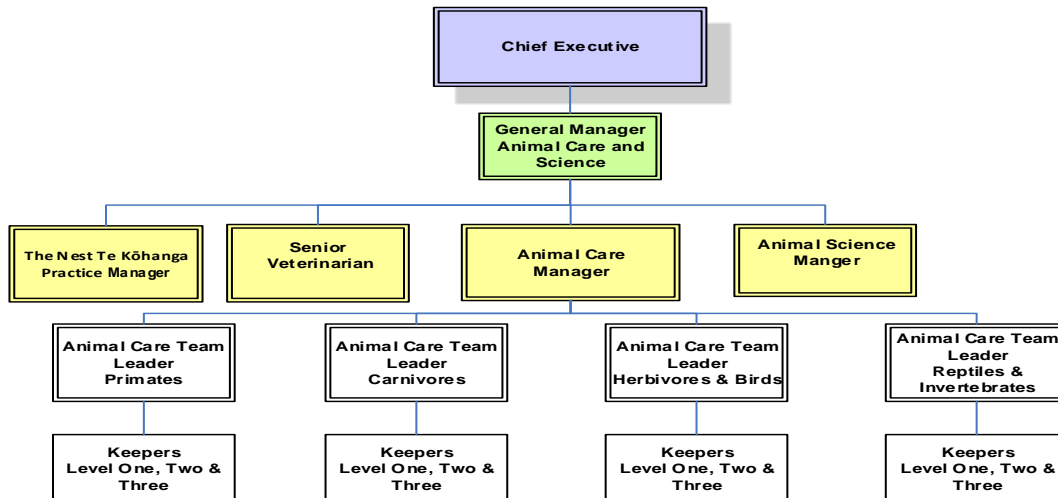


POSITION DESCRIPTION

Job Title:	Keeper – Level One, Two and Three
Reports To:	Animal Care Team Leader/Animal Care Manager
Direct Reports:	Nil
Position Purpose:	<p>A Zoo Keeper is responsible for providing quality animal husbandry to meet the needs of a range of animals in the Zoo's collection. Working within a team of Keepers they will be allocated specific areas of responsibility within the Animal Care Team. These responsibilities include animal welfare, training, nutrition, behavioural enrichment, record keeping, professional development, health and safety, conservation and sustainability and actively living the Zoo's values.</p> <p>Under the strategic direction of the Animal Care Manager (ACM) and with daily reporting and supervision provided by the Animal Care Team Leader (ACTL), the Keeper position contributes to the development and implementation of new and innovative programmes, training and inspiring staff to embrace new philosophies as part of a cross-functional team. This role contributes to igniting a Zoo revolution and achieving the Zoo's strategic elements of ensuring people love and support the Zoo, leading the way, connecting people and animals and saving animals in the wild.</p>
DATE:	April 2018

Organisational Context:



Important Functional Relationships:

External

- Zoo visitors
- Staff of the Zoo's strategic partners
- Staff of related external agencies i.e.: – MPI, DOC, EPA, MfE
- Zoo Sponsors and Donors
- International Stud Book Keepers
- Staff from other Zoo's

Internal

- Animal Care Manager
- Animal Science Team
- The Nest Te Kōhanga staff
- Chief Executive
- Community Engagement Team
- Conservation Manager
- Business & Partnerships Team
- Zoo staff

The position of Keeper encompasses the following functions or Key Result Areas:

- Animal Husbandry

- ❑ Animal Habitat
- ❑ Animal Records, Information & Management
- ❑ Organisational Requirements
- ❑ Health and Safety

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

Jobholder is accountable for
<p>1. Animal Husbandry</p> <ul style="list-style-type: none"> ➤ Deliver efficient and effective animal husbandry that enhances the outcomes of the Animal Care Team whilst assisting in delivering outcomes of the Zoo's Strategic Priorities. ➤ Assess and apply best practice husbandry to monitor and maintain exemplary animal welfare standards. <ul style="list-style-type: none"> Animal Welfare <ul style="list-style-type: none"> ▪ Demonstrate an understanding of Five Domains of Animal Welfare, the WAZA Animal Welfare Strategy, and the Animal Welfare Code and ZAA AW policies ▪ Under direction of Animal Welfare Advisor complete welfare assessment of animals you work with. Animal Behaviour <ul style="list-style-type: none"> ▪ Apply understanding of the behaviour, of a broad range of taxa, with the ability to monitor behaviours and suggest ways to improve welfare. ▪ Monitor and respond to breeding animal requirements. Animal Health Care <ul style="list-style-type: none"> ▪ Assist with delivery of medical treatments to animals as directed by veterinarians; understand and follow quarantine and zoonotic disease prevention protocols. Animal Dietary Needs <ul style="list-style-type: none"> ▪ Under the direction of Nutrition Advisor develop daily diets, with the ability to prepare and present advanced Dietary requirements for differing behavioural and physiological needs of animals. Animal Environment – physical and mental <ul style="list-style-type: none"> ▪ Use innovative ideas to ensure the animal's environment is stimulating and supports their mental and physical welfare whilst also enhancing the image of the Zoo and the visitor experience. Capture & Restraint <ul style="list-style-type: none"> ➤ Apply best practice in capture & restraint for multiple taxa for introductions and transfers.
<p>2. Animal Habitat</p> <ul style="list-style-type: none"> ➤ Implement developed rounds ensuring appropriate habitat maintenance, operations and containment is adhered to all times. <ul style="list-style-type: none"> Enrichment <ul style="list-style-type: none"> ▪ Develop, implement, document, monitor and review stimulating animal enrichment programmes. Training & Conditioning <ul style="list-style-type: none"> ▪ Implement, document and maintain effective conditioning/training programmes for different species.
<p>3. Animal Records, Information & Management Collection Planning</p> <ul style="list-style-type: none"> ➤ Use ZIMS for maintaining accurate animal records and accessing, analysing and retrieving records. ➤ Apply knowledge of Zoo's species selection criteria, and the need for sustainable animal collections and have ability to interpret species management documents.
<p>4. Organisational Requirements</p> <p>Communication</p> <ul style="list-style-type: none"> ▪ Maintain effective communication with staff and visitors <p>Visitor Experience</p> <ul style="list-style-type: none"> ▪ Connect people and animals through actively engaging with our visitors and providing Animal talks and encounters that inspire

and facilitate conservation action.

- Live our value of 'welcome to our wild party' through taking pride in what the Zoo does and finding ways for others to be part of it
- Ensure the Zoo is a voice to be heard through sharing knowledge and showcasing the Zoo's expertise

Conservation & Sustainability

- Participate in agreed conservation programmes and demonstrate an understanding of the WAZA Conservation Strategy.
- Lead the way in modelling sustainable behaviours through actively promoting the Zoo's sustainability frameworks and look for the most sustainable way to perform daily work.

Strategy & Values

- Supporting the Zoo's strategy of igniting a Zoo revolution through contributing to our strategic priorities of: Leading the way; connecting people with animals; Saving animals in the wild; and Ensuring people love and support the Zoo
- Supporting the Zoo's strategy through actively living the Zoo's values of: We punch above our weight; We have a strong green furry heart; Welcome to our wild party; We are a voice to be heard

5. Health & Safety

- Ensure any hazardous conditions, near misses, injuries and accidents are reported immediately to your Team Leader or ACM
- Participate in meetings, training and other health and safety activities
- Inform the Safety Improvement Team (SIT) about any areas of concern
- Meet employee responsibilities and contribute 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 contribute to a culture committed to the health and safety of our staff, visitors and volunteers

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.

Qualifications & Experience

Level One

0 – 2 years relevant animal care experience and has completed or is studying towards the National Certificate in Animal Management – Captive Wild Animals or equivalent, or has a University degree in Zoology

Level Two

2+ - 4 years' relevant animal care experience and has a degree in an appropriate discipline or a National Certificate in Animal Management - Captive Wild Animals or equivalent

Level Three

More than 4 years relevant animal care experience and has a degree in an appropriate discipline or a National Certificate in Animal Management - Captive Wild Animals or equivalent

Technical Skills

Animal Husbandry

Keeper Level One

- Knowledge of animal husbandry manuals and record keeping requirements
- Maintains high levels of husbandry by combining a number of husbandry competencies.

Keeper Level Two

- Assists with development of Husbandry Manuals
- Knowledge of specialist requirements for different animals, (Animal biology and husbandry requirements relevant to habitats)

Keeper Level Three

- Ability to develop and implement a Husbandry Manual for any species in our care.

Animal Welfare

Keeper Level One
<ul style="list-style-type: none"> ▪ Awareness of and understanding of the Five Domains of Animal Welfare. ▪ Assists with animal welfare assessments based in Five Domains. ▪ Identifies and reports common indicators for the presence of disease, injury, compromised welfare, health or distress in animals. ▪ Knowledge of methods used to measure, interpret and record animal weight, behaviour indicators, and other objective measures of animal wellbeing.
Keeper Level Two
<ul style="list-style-type: none"> ▪ Ability to suggest modifications to behavioural enrichment programmes or habitat to support positive animal welfare outcomes and to assess and review strategy. ▪ Identifies potential areas that breach (negative welfare state) the Five Domains of Animal Welfare, also, identify how practices support the Five Domains. ▪ Advises and trains Level One keepers on welfare assessments based on the Five Domains.
Keeper Level Three
<ul style="list-style-type: none"> ▪ Ability to complete a welfare assessment on any species in our care and create a positive welfare state. ▪ Ability to provide full positive welfare state to animal while in habitat ▪ Assesses animal habitats and management practices to ensure positive animal welfare

Animal Behaviour

Keeper Level One
<ul style="list-style-type: none"> ▪ Ability to distinguish between normal and abnormal behaviours. ▪ Demonstrated knowledge of basic animal behaviour and the potential effects that may change in human care. ▪ Use appropriate terminology to describe and document health and behavioural signs and symptoms and repertoires, including desirable and undesirable behaviours ▪ Recognise courtship, copulation, aggression and signs of behavioural and physical changes associated with reproduction and gestation. ▪ Understanding of animal behaviour and the potential danger for health and safety of staff and visitors
Keeper Level Two
<ul style="list-style-type: none"> ▪ Provide environments and procedures for introductions and breeding ▪ Monitor and respond to breeding animals' requirements <ul style="list-style-type: none"> - Recognise and respond to behavioural signs and physical changes associated with gestation and impending births or hatchings. - Recognise and respond to behavioural indicators that may suggest the need to remove offspring from the group ▪ Ability to assist in the training of new staff.
Keeper Level Three
<ul style="list-style-type: none"> ▪ Ability to apply and monitor behavioural management strategies suitable for animal species and stage of development ▪ Demonstrated knowledge of animal behaviour and husbandry across a broad range of taxa ▪ Supervise preparation of suitable environments for birthing and hatching.

Animal Health Care

Keeper Level One
<ul style="list-style-type: none"> ▪ Knowledge of basic anatomy and physiology of animals ▪ Collect (non-invasive) diagnostic biological samples for veterinarians ▪ Understand and follow quarantine and zoonotic disease prevention protocols. ▪ Assist with delivering medical treatments as prescribed by the veterinarians
Keeper Level Two
<ul style="list-style-type: none"> ▪ Ability to discuss potential treatments with Veterinarian and administer medication as prescribed ▪ Has a good working knowledge of Zoonotic diseases and Quarantine protocols regarding the animals they work with. ▪ Has knowledge of animal medical emergency response procedures, able to assist veterinarians. ▪ Is capable of assisting with hand rearing/management of birth ▪ Management of aged animals and animal health care considerations
Keeper Level Three
<ul style="list-style-type: none"> ▪ Ability to suggest course of action regarding the wellbeing or treatment of any animal in our care ▪ Maintains quarantine and zoonotic disease prevention protocols ▪ Takes charge of an animal emergency response procedures and assist veterinarians ▪ Capable of assisting with hand rearing.

Animal Dietary Needs

Keeper Level One
<ul style="list-style-type: none"> ▪ Ability to prepare and present diets to animals in clean feeding areas ▪ Has a basic understanding of the requirement for food animals ▪ Ability to monitor and feed back to Nutrition Advisor on elements of diets regularly not eaten
Keeper Level Two
<ul style="list-style-type: none"> ▪ Recognises and investigates signs of nutritional concerns or issues in animals ▪ Ability to review and discuss alterations of diets in liaison with Nutrition Advisor based on specific animal needs (breeding, training, age, medical issues).
Keeper Level Three
<ul style="list-style-type: none"> ▪ Develop daily animal husbandry feeding rounds ▪ Plan for and alter in liaison with Nutrition Advisor nutritional requirements for changed animals dietary needs (change on group size, seasonal changes)

Animal Environment – physical and mental

Keeper Level One
<ul style="list-style-type: none"> ▪ Shows understanding of natural behaviour of a species and the requirements in human care ▪ Makes accurate and objective observations of animal behaviour and can record these in clearly written reports
Keeper Level Two
<ul style="list-style-type: none"> ▪ Ability to Work with Animal Welfare Advisor (AWA) and identify and provide materials based on behavioural needs such as housing, nutrition, feeding, habitat maintenance and breeding to stimulate natural behaviour
Keeper Level Three
<ul style="list-style-type: none"> ▪ Ability to distinguish between a physical need and a mental need in all species in our care and to cater for those needs

Capture & Restraint

Keeper Level One
<ul style="list-style-type: none"> ▪ Assists in the capture, restraint and transport of animals ▪ Uses safe and humane procedures for handling, restraining and moving animals ▪ Assists with husbandry preparations for animal introductions ▪ Assists with monitoring of transferred or introduced animals ▪ Maintains capture and restraint tools and equipment ▪ Demonstrates safe use of handling/restraint equipment and transport containers in accordance with manufacturers' specifications
Keeper Level Two
<ul style="list-style-type: none"> ▪ Ability to train staff in capture & restraint. ▪ Knowledge of capture & restraint of multiple taxonomic groups ▪ Comprehensive knowledge of requirements for authorising capture and restraint procedures, animal introductions and animal transfers ▪ Develops plans for capture and restraint, enclosure and animal introductions or transporting of animals ▪ Demonstrates an ability to monitor and respond to reactions of transferred or introduced animals
Keeper Level Three
<ul style="list-style-type: none"> ▪ Ability to improvise based on situation and animal's condition and adapt capture and restrain procedures, animal introductions and animal transfers ▪ Implement and instructs team on best practice capture and restraint and documentation and correct reporting procedures on capture and translocation events

Animal Habitat

Keeper Level One

- Performs daily habitat cleaning following SOPs.
- Awareness of workplace quarantine, hygiene standards; disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials
- Checks and maintains animal safety and containment daily, promptly reporting problems.
- Maintains animal habitats; carries out routine basic maintenance and reports maintenance requirements as required
- Assists with effective pest control procedures
- Ability to provide enrichment for animals consistent with species enrichment plan
- Knows where enrichment documentation/reports are located and can access them (e.g. enrichment plan/safety item checklist)
- Understanding of basic terminology used in the training and/or conditioning of animals
- Understanding a range of training and/or conditioning techniques and tools used to train/condition behaviour
- Knowledge of natural biology and individual history of species being trained/conditioned
- Demonstrated understanding of principles of animal learning

Keeper Level Two

- Knowledge of specialist habitats for different animals, (Animal biology and husbandry requirements relevant to species).
- Ability to monitor and review enrichment plans/items independently
- Ability to write a clear and concise report on an enrichment item – review, evaluate, make recommendations
- Develop and implement an enrichment plan for one species and prepare enrichment checklist
- Assist with enclosure habitat re-design and fit-out
- Train and/or condition a basic behaviour with at least three different animals (may be different species or different individuals) having specific needs and requiring varied approaches
- Understanding of the of an animal state of mind and how it affects its training and conditioning

Keeper Level Three

- Develop daily animal husbandry rounds (care, feeding and cleaning)
- Working knowledge of internal decision-making process leading to approval of either; new habitats, renovation of existing ones, demonstrated ability to upgrade existing habitats, design of new habitats.
- Ability to act as an animal advocate for project development teams for major construction, able to read, interpret and prepare basic technical drawings
- Ability to oversee and implement enrichment plans for species including enrichment calendars
- Make operational decisions about an enrichment programme
- Ability to compile clear and concise team reports on enrichment to ACM both verbal and written
- Ability to develop a number of enrichments plans for a minimum of three different species
- Ability to develop, implement, monitor, review and assess a conditioning and/or training plan

Animal Records, Information & Management Collection Planning

Keeper Level One

- Understands the purpose and process and importance of animal record keeping.
- Correctly identifies individual specimens and promptly and accurately, using correct terminology make animal records notes.
- Collects and records animal data following industry standards policies and procedures.
- Knowledge of ZIMS Animal Record system.
- Identify animals within our care to family level, using distinguishing characteristics.
- Identify issues, behaviours and events requiring recording.
- Assist with recording of developmental & reproductive data using correct terminology
- Awareness of principles of WZT and ZAA species management plans and collaborative management programs
- Awareness of legislation impacting on animal collections

Keeper Level Two

- Ability to access, analyse and retrieve records using ZIMS.
- Ability to read and interpret species management documents (e.g. including basic understanding of terminology such as mean kinship value, inbreeding co-efficient, etc.)
- Clear understanding of difference between assumption and known fact and implications for species management.
- Understanding of permits and other documentation required to support animal transfers
- Participate in the development of breeding action plans
- Assist with administering a species Studbook

Keeper Level Three

- Competent in maintaining records on specialist husbandry requirements
- Supervises collection of animal records following industry standards.
- Administers a species studbook
- Understanding of how legislation and regulations impact on operations (e.g. determines those species that WZT may maintain, and any associated conditions).
- Develops breeding action plans based on experience in breeding of several taxa

Visitor Experience

Keeper Level One

- Understand and articulate the Power Talk methodology in presentation
- Ability to communicate to different audiences
- Present Close Animal Encounter

Keeper Level Two

- Ability to deliver an engaging face to face presentation using the Power Talk methodology
- Contribute to the improvement of a presentation/experience using the Power Talk model
- Ability to communicate to different audiences through a variety of methods
- Ability to present a number of different species Close Animal Encounters

Keeper Level Three

- Contribute to the development of presentations/encounters
- Ability to communicate to different audiences through a variety of methods
- Ability to do media interviews if required

Conservation & Sustainability

Keeper Level One, Two & Three

- Recognise and appreciate the need to engage and facilitate community action for conservation gain onsite
- Be aware of current community conservation campaigns and priority conservation messages
- Participate in Zoo's conservation partnership programmes.
- Ability to demonstrate sustainable practices in daily activities

Strategy & Values

Keeper Level One, Two & Three

- Ability to understand and demonstrate how their work contributes to achieving strategic priorities and igniting a Zoo revolution
- Demonstrates behaviours aligned with the Zoo's Values