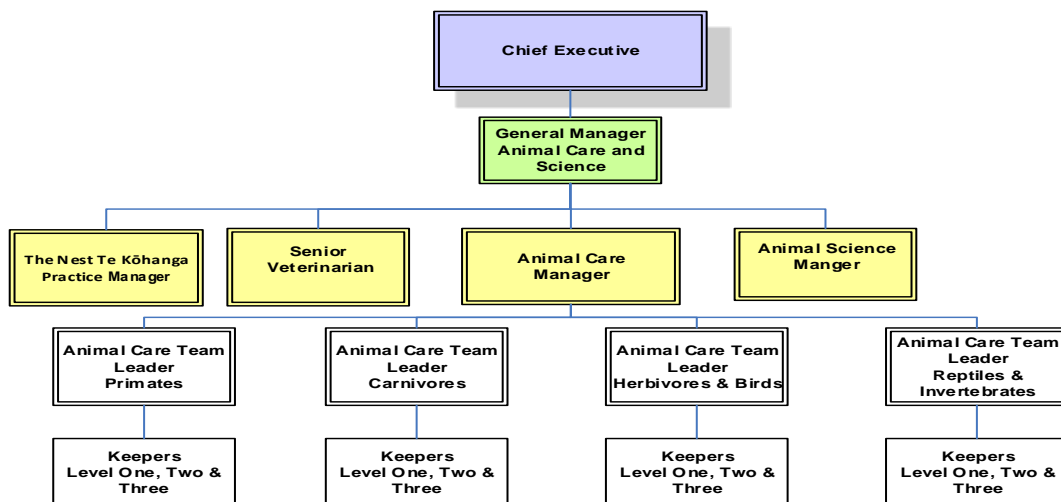




POSITION DESCRIPTION

Job Title:	Animal Care Team Leader
Reports To:	Animal Care Manager
Direct Reports:	Keepers assigned to section
Indirect Reports	Volunteers as required
Position Purpose:	<p>The Animal Care Team Leader (ACTL) is a technical expert responsible for efficient and integrated daily operations of animal management and activities for their section. Within their section they are responsible for animal husbandry and welfare outcomes, planned habitat maintenances and improvement, delivery of visitor experience initiatives and supporting and developing animal care staff. The ACTL is expected to be a positive role model to others through living our 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.</p> <p>In supporting the Zoo's strategy of igniting a Zoo revolution and our strategic elements of: Leading the way; Connecting people with animals; Saving animals in the wild; and Ensuring people love and support the Zoo the ACTL will ensure:</p> <ul style="list-style-type: none"> ▪ their team members are supported in developing and applying high standards of animal husbandry skills across their section ▪ the achievement of highest level of welfare, including environmental enrichment for the species in their team's care, ▪ planning and management of their sections species and their environments, ▪ the development of innovative exciting animal habitats, ▪ delivery of effective messages to visitors about the species in the team's care in the areas of biology, conservation and sustainability ▪ Assisting the Animal Care Manager (ACM) with the recruitment of quality staff and with objective setting, development and performance management of staff in their teams ▪ Effective planning, organising, time management and allocation and use of resources across their section.
Date:	February 2018

Organisational Context:



Important Functional Relationships:

External

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

Internal

- General Manager Animal Care
- Chief Executive
- Strategic Management Team (SMT)
- The Nest Te Kōhanga staff
- Conservation Manager
- Animal Science Team
- Community Engagement Team
- Trust Board
- Zoo staff

Key Result Areas:

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

- Leadership
- Strategy & Planning
- Visitor Experience
- Liaison & Communication
- Animal Husbandry
- Habitat Management
- Policies & Procedures
- Conservation & Sustainability
- Health & 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"> ➤ Ensuring highest level of individual performance, activities and presentation across their section ➤ Assisting the ACM with the recruitment and selection process for animal care staff and ensuring policies and procedures are adhered to. ➤ Providing technical support, coaching and ongoing advice and feedback to motivate and ensure professional development of team members ➤ Supporting the ACM in ensuring development of staff through identification of individual and team training needs, and working with ACM on appropriate developmental activities to meet these needs ➤ Working with ACM in managing staff performance and resolving operational HR issues within section ➤ Providing the ACM with support in ensuring visitor complaints are resolved. ➤ Supporting the ACM with media enquiries ➤ Ensuring regular and accurately recorded team meetings take place with ACM ➤ 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. Strategy & Planning</p> <ul style="list-style-type: none"> ➤ Supporting ACM with implementation of the Wellington Zoo's strategies, policies and culture with respect to the dynamic nature of the industry. ➤ Supporting ACM's work with Procurement and Finance Manager (PFM) in maintaining a proactive programme for the ordering of supplies and maintenance of equipment and tools. ➤ Supporting the ACM and Animal Science Manager (ASM) with the planning, formulation and implementation of section strategy and policy for Animal Collection. ➤ Supporting the ACM and ASM in the planning of animal transactions and transportation. ➤ Working with ACM to ensure effective team process for planning and implementation of section routines, strategy and goals. ➤ Providing input into preparation of the animal welfare minor works budget ➤ Executing plans for the delivery of high quality interactive engaging habitats. ➤ Ensuring ongoing evaluation, development and management of habitats on the section. ➤ Assisting the ACM in ensuring weekly rosters and leave requests are planned and managed effectively for their staff.

<p>3. Visitor Experience</p> <ul style="list-style-type: none"> ➤ Providing input into Visitor Programmes from an animal care section based perspective as required ➤ Assisting ACM and Learning Experience Manager with development and implementation of animal talks, animal encounter opportunities and training of staff to enhance the educational value of the visitor experience. ➤ Being a champion for the strategic direction of WZT within your section and ensuring that everyone feels welcome when they come to the Zoo
<p>4. Liaison & 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 in professional journals relevant to the industry on husbandry, behaviour, training & conditioning or breeding events which occur within the section and actively involve team members as appropriate ➤ Sharing technical expertise and skills and representing section across the Zoo through participating in relevant project teams and committees ➤ Ensuring co-operation of team members with Marketing and Communications and initiatives in the Business and Partnerships Team
<p>5. Animal Husbandry & Welfare</p> <ul style="list-style-type: none"> ➤ Responsible for all animal welfare, training, conditioning, and husbandry outcomes on their section. ➤ Developing, implementing and maintaining animal training plans for all species within their section ➤ Developing, implementing and ensuring adherence to the WZT's Enrichment principles for their section. ➤ Providing technical advice and support to the keeping staff on husbandry, animal observation and management of animals held within the section on an ongoing basis ➤ Involving team with planning, development implementation and maintenance of habitats. ➤ Ensuring the implementation of species management strategies 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. ➤ Providing technical advice to the ACM and staff on habitat design, habitat maintenance, husbandry and management of the animal collection. ➤ Supporting the ACM with implementation of preventative pest control on the section. ➤ Monitoring and reporting section maintenance requirements to ACM. ➤ Ensuring a high level of animal health is maintained through close liaison with the ACM and The Nest Te Kōhanga team ➤ Ensuring understanding and compliance of self and team members with all animal record keeping and studbook requirements as appropriate ➤ Ensuring ongoing adherence of self and team to and to safe and correct animal handling practices and techniques, including capture, immobilisation and transport of animals. ➤ Supporting ACM in promoting a culture of learning on the job through cross training programmes, the experience of other zoo staff and use of research, the Zoo library and other resources such as online resources to ensure highest standards of animal husbandry and welfare ➤ Assisting with development and implementation of incubation & hand-raising protocols
<p>6. Habitat Management</p> <p>Ensuring all animal enclosure on section adhere to the MPI Containment Standard 154.03.04 and Animal Welfare guidelines and advising ACM when non-compliant</p> <ul style="list-style-type: none"> ➤ Participating in the design and development of new / modified habitats and holding facilities, as required. ➤ Supporting the ongoing development of all animal care staff in the art of innovative and exciting habitat design and maintenance. ➤ Ensuring that the sections habitats are presented in a 21st century zoo manner and animal enclosures are safe for visitors, staff and animals held within, communicate and work with ACM to address any deficiencies. ➤ Ensuring effective containment of animals and prevention of escapes from habitats, particularly those animals considered a threat to the community, agriculture or the environment <p>Ensuring all habitats meet animal welfare needs</p>
<p>7. Policies & Procedures</p> <ul style="list-style-type: none"> ➤ Assisting with development of SOPs and review when required to comply with legal requirements. ➤ Assisting with revision and updating of the Zoo Manual for MPI audit. ➤ Ensuring record keeping in relation to animal identification, ZIMS entries and any other reports pertaining to animals held on the section are accurate and maintained and updated in a timely manner ➤ Providing technical input into strategic planning issues and activities and support the formulation of policy and strategic direction for the Animal Care Team

<ul style="list-style-type: none"> ➤ Ensuring relevant legislative requirements and all WZT policies, procedures and industry standards are adhered to at all times by self and team ➤ Ensuring full understanding on implementation of all emergency procedures in compliance with WZT policy and procedures and relevant OHS, Environmental Management and Health and Safety at Work Act ➤ Ensuring full understanding on implementation of ZAA policy and procedure and WAZA Conservation Strategy and Animal Welfare Strategy
<p>8. Conservation & Sustainability</p> <ul style="list-style-type: none"> ➤ Leading the way in modelling sustainable behaviours; actively promoting the Zoo's sustainability framework and ensuring the team is always looking for the most sustainable way to perform daily work ➤ Ensuring team has a good understanding of the WAZA Conservation Strategy and that they consistently apply principles in their everyday practice ➤ Assisting with identification, implementation or participation in Wellington Zoo conservation funds/ projects where appropriate and ensure staff are supported and encouraged to participate in these programmes and projects ➤ Ensuring adherence to ASMP programmes as appropriate.
<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 ➤ Ensuring health and safety is discussed regularly at team meetings ➤ Ensuring the health and safety performance of the team is monitored and periodically reviewed ➤ Ensuring responsibility for health and safety are assigned, executed and included in performance reviews ➤ Ensuring that safety equipment and capture equipment is maintained and all staff are adequately trained in its use. ➤ Promoting a culture committed to the health and safety of our staff, visitors, contractors 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.

Person Specification:

Knowledge/Experience

Essential

- Minimum of six years' experience in captive husbandry and animal management.
- Experience in habitat maintenance and the ability to review habitats and to assess their 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.
- Project management and problem solving skills.
- Ability to adapt to changing operating environments.
- Thorough understanding of the World Zoo and Aquarium Conservation Strategy 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