

JOB DESCRIPTION

POST: TILGATE PARK ZOO KEEPER	POST NO: NHS405
DIVISION: Community Services – Neighbourhood Services	
SCALE: SCALE D/E (Career Grade)	

ANY SPECIAL CONDITIONS:

(a) Hours of Work

(NHS405)

Hours of working will vary but will average 37 hours per week and the working days will include weekend days.

For all posts Evening, weekend, Bank Holidays and 'rest day' working may be required to cover essential services. Please see Local Pay Agreement for remuneration.

(b) Career Grade

Scale D: Postholder able to carry out the majority of all duties of the post, but requiring additional training, supervision and/or experience.

Scale E: - Postholder able to carry out full duties of the post with minimal supervision.

Progression to Scale E is at the discretion of the Tilgate Park Zoo Manager (NHS401)

RESPONSIBLE FOR (POSTS): Work Experience Students and Volunteers
MAIN PURPOSE OF POST: To provide an efficient service that delivers a safe, clean and well maintained Zoo including animal husbandry and customer care.

SPECIFIC DUTIES OF POST:

Animal husbandry :

- (a) To practically assist in all aspects of the husbandry of the animals maintained at Tilgate Park Zoo including
- (b)
- (c)

- Cleaning, and furniture etc.
- Checking and, if required, cleaning toilets and wash hand basins
- Snow clearance and gritting

Able to use related equipment such as mechanical blowers, strimmers and hedge cutters

(d) Customer care:

Regularly consult visitors and partners on nature centre issues. Listen to feedback and act upon this if you can, or pass on to your line Manager if you can't. Make changes to the service based on visitor feedback.

Provide support and occasional cover in the retail shop.

Resolve complaints efficiently and always let the customer know what's going on.

To assist with activities, such as car parking, and events within Tilgate Park as required and represent Neighbourhood Services and CBC at local events such as forums and community volunteering events

(e) Personal Commitment:

- A positive role model who 'walks the talk'. Wear your uniform with pride.
- Ensure that you have the right skills to complete the work to a good standard; seek help from the Line Manager if support or training is required.
- Ensure you are working in a safe manner, wearing the correct PPE and have read, understood and signed the appropriate risk assessments.
- Committed to ongoing personal development, actively encouraging others to feedback on own performance. Prepare for and attend your 1 to 1 meetings with your line-manager.
- Participate in team discussions, reaching consensus based on trials, evidence and measures. Maintain positive working relationships by supporting open and honest discussions and helping to resolve any conflicts within the team.
- Look after all equipment, machinery and tools that you are responsible for. Report any damage to the Line Manager.
- Identify where the Zoo can be improved i.e. trial new ways of working to reduce 'wasted' time and money and increasing visitor satisfaction.
- Ensure that all required paperwork is completed fully and is on time e.g. Vehicle checks, Accident forms, annual leave, sickness absence, workplace Health and Safety inspections.
- Be helpful to work colleagues within Community Services and other staff who work for CBC. Share resources and equipment with other areas as priorities require.

(f) Safety, Policy and Procedure:

- Work in a safe manner according to the Risk Assessment
- Understand the Council's policy and procedures for health and safety, Equalities Statement and the Environmental Policy.
- Share the council's commitment to safeguarding and promoting the welfare of children, young people and adults at risk as outlined in the Council's Safeguarding Policy e.g. Assist finding lost Children
- Report any accidents, racial incidents or dangerous occurrences.
- Resolve or tell the Tilgate Park Zoo Manager if you see something that is, or could, be a danger.
- Make sure you have been properly trained on equipment and machinery before you use it.
- Wear your uniform, safety clothes and Personal Protective Equipment (PPE) and protect your skin from the sun.
- If you are working on your own, make sure that the Tilgate Park Zoo Manager knows where you are at all times.

(g) To carry out such other duties as the Head of Service may from time to time reasonably require.

NOTE: The duties listed are in general terms only and detailed variation in job content may be expected to occur.

AMENDMENT DATE: SW 6th June 2024

POSTHOLDER'S SIGNATURE:

CANDIDATE SPECIFICATION

(This is for information only and should be retained by the applicant)

POST: Nature Centre Assistant	POST: NHS402 - NHS408 & NHS412 & NHS415
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CHARACTERISTIC	SPECIFICATION	
	ESSENTIAL	DESIRABLE
SKILLS/ABILITIES	<ul style="list-style-type: none"> • A range of relevant animal husbandry skills. • Basic IT Skills • Basic grounds maintenance and construction skills • Ability to undertake physical tasks • Good communicator – verbal and written – and ability to communicate on a level with all stakeholders including zoo visitors, colleagues and • Well organised - able to plan and organise own work, and communicate and assist colleagues. • Ability to proactively resolve issues or conflicts within the team. • Public speaking – to assist in the delivery of talks at feeding times. 	<ul style="list-style-type: none"> • Excellent customer care skills • Able to supervise work experience students and volunteers. •
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of a range of relevant animals and their care i.e. feeding, health, behaviour, enclosures enrichment etc. • Knowledge of Health and Safety in the workplace • Knowledge of how to use basic grounds maintenance equipment, tools and machinery • Equal opportunities knowledge 	<ul style="list-style-type: none"> • Sufficient academic knowledge to underpin talks. • Good understanding of the role and aims of modern zoos
QUALIFICATION AND TRAINING	<ul style="list-style-type: none"> • Good general education including English and Biology. • Current full UK driving licence 	<ul style="list-style-type: none"> • DMZA, Relevant qualification or diploma, or equivalent in animal care.
VERIFICATION WILL BE REQUIRED		
EXPERIENCE	<ul style="list-style-type: none"> • Working in a customer care environment • Health and safety in the workplace • Basic repairs and grounds maintenance. • Stock control (feedstuffs). 	<ul style="list-style-type: none"> • Use of ZIMS for record keeping – including enclosure management. • Sufficient practical experience in husbandry of relevant species to be able to fully take charge of their day-to-day needs. • Supervising volunteers/work experience and community groups. • Dealing effectively with customers and complaints

