

Job description

Job title	Lead Keeper
Salary	£27868.00
Department	Farm & Wildlife
Reporting to	Animal Section Head & Operations Manager

Purpose and Objectives of the Role

The successful candidate will undertake day-to-day husbandry tasks for a range of European species and demonstrate skills and knowledge in our bird of prey display. You will also be working with rare breed domestics, reptiles, and small mammals carrying out daily maintenance and providing high standards of care and welfare for these animals.

As a lead keeper you are expected to develop the sections you work on with new ideas and suggestions to improve the welfare for the animals held. You will assist the Animal Section Head in running all sections, ensuring high standards and helping develop the customer experience and business offering.

Main Duties and Responsibilities

- Mentoring the team of keepers, work experience students and volunteers.
- Ability to contribute to a team environment, be a team player and add value to that team when required.
- Promotion of excellent communication within the farm and wildlife team across all platforms.
- Must have good observation and deduction skills and the ability to act appropriately when situations arise which require intervention.
- Assist with supervision and training of all staff in maintaining high standards of hygiene, equipment care, and husbandry as a routine part of daily duties.
- Be able to manage the section in the Animal Section Head's absence and report handovers that are clear to ensure information is not lost.
- Manage and record medication use in animals effectively and deliver medication when required via veterinary advise.
- Familiarity, compliance and monitoring of all Health and Safety protocols and documentation. This includes emergency procedures, risk assessments and safe working

practices. Ability to instruct others in the above and monitor compliance.

- Be responsible for the ordering and stock control of animal feed, bedding, medication and other supplies. Must be well acquainted with the seasonal feed requirements of the key classes of stock in terms of animal health requirements and the ever-changing feeding priorities.
- Assist with record keeping for all aspects of livestock husbandry – ensuring that all records are up to date, sufficient and accurate. This is to include daily animal records, breeding plans and health records. Training will be provided on usage of ZIMS; however prior knowledge will be advantageous.
- Be competent to work on all animal sections and play an integral role in training and enrichment for all species.
- Play an important role in the development and continuation of our bird displays, training new birds and developing already shaped behaviours.
- Ensure that all animal enclosures and surrounds are maintained to a high standard for the safety and well-being of the animals and aesthetics for visiting public.
- Communicate with outside agencies such as the veterinary practice and be prepared to assist in routine or emergency medical treatment or any other procedure when necessary.
- Assist with the capture and restraint of animals when needed, whilst minimising the stress on the animal.
- To ensure that all animal experiences, VIP experiences, daily animal encounters are planned, well organised, conducted on time and to a high standard providing outstanding customer service.
- Deliver and show a high standard of public interaction in our daily displays and encounters.

Essential requirements

- Be a supportive team worker and offer mentoring, training, support and motivation to others.
- Demonstrate excellent time management in all aspects of work.
- Be a positive role model for other staff, volunteers and work experience students.
- Show initiative and have a positive outlook.
- Engaging with social media content and other marketing materials.
- Have a minimum of 5 years employed experience within a zoological establishment.
- Have a minimum of 1 year training birds of prey.

- Hold the DMZAA or equivalent qualification.
- Have excellent written and verbal communication skills.
- Have an up-to-date knowledge of current practices in animal husbandry and welfare and undertake development activities to maintain this.
- Experience with ZIMs desirable.
- Have basic competence in DIY and be willing to learn.
- Full driving licence and have own transportation due to remote location.
- Be a consistent and professional representative of Hogshaw Farm and Wildlife Park.

All members of staff are expected to be flexible with their working hours, adaptable and organised, with good attention to detail. They will be working as part of a team and also working alone, so will often have to use their own initiative. As we are open to the public, staff need to be presentable, friendly, and personable with good communication skills.