



Lead Zookeeper

Job grade	Level 3	Reports to	Section Manager
Directorate	Zoos and Engagement	Function	Animal Department
Contract	Permanent	Location	Regent's Park / Whipsnade

Responsibility for

Direct line reports	N/A	Responsibility for other resources	Animal welfare
Financial resources	N/A		

Our vision and mission

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

Purpose of the role

To supervise the animal team on day-to-day operations and act as the local authority on an assigned area(s) of responsibility.

Key responsibilities

In addition to providing animal husbandry and welfare in accordance with the ZSL Zookeeper role, Lead Keepers will have responsibility for:

- Supervising the Animal Team on a daily basis and be rostered into the day-to-day operation of the team
- Maintaining the highest standards of animal care and animal management, reporting, and advising on the health and welfare of the animals within the respective section
- Monitoring the daily operation of the section to ensure all agreed standards and procedures are followed
- Undertaking daily supervision of zookeepers, apprentices, seasonal staff, and volunteers in line with standards and protocols, sharing knowledge, mentoring, and training colleagues
- Writing and reviewing section Risk Assessment's and Safe Systems of Work for the section and ensure staff understand and adhere to them.
- Acting as the animal team authority, mentor, and coach in one or more designated areas (our current focus areas are currently evidence-based animal care, engagement, curatorial or enclosure) as assigned by the Section Manager.

- Actively seek involvement in industry Working Groups, Committees and Programmes and represent ZSL.
- Undertaking and supervising record keeping and use of Zoological Information Management System (ZIMS).
- Ensuring that the policy for equality and diversity is adhered to and promoted in all aspects of the post holder's work.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Person Specification

Experience	
Essential	<ul style="list-style-type: none"> • Thorough experience of working with a variety of species within a Zoo environment • Experience in people management in an operational setting, with an emphasis on mentorship, development, recruitment planning, day-to-day management, performance management and staff scheduling
Desirable	<ul style="list-style-type: none"> • Educated to degree level in relevant biological or zoological or related subject area, or equivalent qualification, or demonstrate such a level of equivalent qualifications and experience through relevant practical work experience.
Knowledge and skills	
Essential	<ul style="list-style-type: none"> • A thorough understanding of the legal duty of care under animal health and welfare legislation and the secretary of state's standard of modern zoos practice. • Good working knowledge of health and safety implementation, policies, and procedures • Ability to demonstrate initiative and a pro-active approach to completing tasks beneficial to the section/department. • Ability to think sustainably and maximise productivity and efficiency • Be responsible for own time management to reconcile the demands of the job with those of general Zoo Keeping. • Ability to clearly give and follow instructions on tasks. • An ability to deliver presentations and keeper talks confidently and professionally • An ability to manage competing priorities and delegate effectively
Desirable	
Additional requirements	
Essential	<ul style="list-style-type: none"> • This post will require extensive outside working with direct exposure to the weather and animals. • Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical)

	<ul style="list-style-type: none">• This role has significant physical demands and involves long periods of standing, walking, lifting, carrying, reaching, pushing, pulling, etc.• The ZSL Zoos operate 7 days a week and requires an average of 37.5 hours per week on a rota (which includes weekends and bank holidays)• Staff who are contracted in this role at our Whipsnade Zoo site require a full manual driving license as an essential requirement
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