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**Logistics Operative (Animal Food Stores)**

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| **Job grade** | **1** | **Reports to** | **Grounds & Logistics Manager** |
| **Directorate** | **Zoological** | **Function** | **Site Operations** |
| **Contract**  | **Permanent** | **Location** | **Regent’s Park** |

**Responsibility for resources**

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| **Direct line reports** | **N/A** | **Responsibility for other resources** | **Animal welfare, feed, warehouses.**  |
| **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**

The purpose of this role is to oversee the animal food stores warehouse including all contents and arranging routine stock takes and deep cleaning. Receiving orders from keepers and therefore sending orders to suppliers to receive stock within agreed budgets and timeframes. Checking off deliveries that arrive, ensuring good quality control before leaving the warehouse and handling meat items for the carnivorous animals within our butcher shop. The post holder will be responsible for arranging delivery of items to animal houses across Regent’s Park, discussing issues or queries with keepers and the nutritionist and attending meetings with supplier account holders.

The post holder will work closely with the Grounds & Logistics Manager to deliver the responsibilities and activities as noted within the Main Duties and Key Responsibilities section of this document, focussing predominately on the areas of Animal Food Stores and Nutrition. The post holder will also support the logistics team in other areas such as storage, postal services and transport.

**Key responsibilities**

* The post holder will work within the Grounds & Logistics Team at London Zoo and carryout all duties in line with relevant policies and procedures.
* You will be required to prepare food for the animals which involves handling meat and accurate preparation of meat, flesh and joints into required sizes and weights, frozen rodents, fruit, and vegetables and overseeing animal diets with the nutritionist.
* The post holder will be required to be able to drive and appropriately use a variety of vehicles and plant e.g., forklift trucks, vans, trucks, and cars.
* To place orders with approved suppliers, this will sometimes involve sourcing an appropriate supplier and consulting with the procurement team.
* To maintain required stock levels and to ensure stock rotation.
* To liaise with the animal and other departments in relation to animal produce requirements and deliveries, including frozen whole chickens, ducks, rabbits, mice, rats, quails, chicks etc.
* The post holder will be required to conduct cleaning of all areas within their area of work including the office, general stores, animal food stores, post room, meat fridge & freezers and vehicles.
* The post holder is expected to send emails to appropriate internal and external contacts and amend or create other documents within Microsoft Office.
* You will be required to support the team in overseeing logistical storage solutions onsite that are shared with other stakeholders.
* The post holder will be required to undertake duties relating to a mail room, involving sending and receiving mail, parcels and interacting with couriers and staff.
* The post holder will be required to deliver and collect other items (including some heavy objects) from internal and external locations using appropriate manual handling techniques.
* To assist, guide or oversee occasional non-ZSL personnel whilst on site - these may include contractors, inspectors or any other personnel as discussed with the Logistics Manager.

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**

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| Experience |
| Essential | * Experience in stock management processes
* Experience in warehouse setting.
* Experience in a bank of house, kitchen setting.
* English GCSE or equivalent.
* Full clean driving license with no endorsements.
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| Desirable  | * Comfortable handling and preparing raw meat and other animal by-products.
* High level concentration is required and need to be alert at all times when driving and when reacting to onsite emergencies.
* Maintaining a route schedule and following it precisely
* Working to deadlines and prioritising tasks appropriately.
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| Knowledge and skills |
| Essential | * Advanced skills in using MS office packages, specifically Excel and PowerPoint or equivalent software packages will be acceptable.
* Familiarity with managing competing priorities and delegate effectively.
* Knowledge of how stores or warehouses work and the associated health and safety risks.
* Full clean UK or international driving licence with no endorsements and at least 1 year road experience. ZSL will request your DVLA license check code on an ad-hoc basis to check the validity and status of your driving license.
* Good Interpersonal skills working part of a team and ability to communicate with a wide variety of people.
* Able to follow a process and work on their own initiative to solve problems and see tasks through to completion.
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| Desirable | * Able to demonstrate high accuracy and attention to detail with reference to written communications, whether in the form of documentation or call logging.
* Ability to communicate effectively with various stakeholders, either internal or external with a professional attitude.
* Physically fit and able to lift heavy loads of up to 20+kg.
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| Additional requirements |
| Essential | * This post will require extensive outside working with direct exposure to the weather and animals.
* To work within freezers and fridges.
* Able to vary their working day e.g., start at 6am.
* A full driving license is required for this role.
* Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical)
* To comply with and promote Health and Safety policies and procedures.
* Able to vary their working day e.g. start at 6am or finish at 11pm.
* To be physically fit to endure long hours walking and lifting, carrying and pushing items.
* Comfortable handling and preparing raw meat and other animal by-products.
* Exposure to dirt and dust from cleaning and noise from machinery.
* On the odd occasion there may be a requirement to work outside of contractual hours; this may involve carrying out additional duties however you will be informed in notice and paid overtime or given time back in lieu..
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