



Zookeeper and Aquarist Apprentice

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| Job Level | Level 0 - Trainee | Reports to | Team Leader |
| Directorate | Animal Department | Function | Animal Department |
| Contract | Two Year FTC | Location | Regent's Park / Whipsnade |

Responsibility for resources

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| 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 assist and adhere to the animal department and section specific best practice protocols and procedures in relation to animal husbandry and welfare. Providing everyday care and husbandry of the animals within the animal collection

To work with a nominated learning provider to develop occupational standards, (knowledge, skills and behaviours), as set out in the Level 3 Keeper and Aquarist Apprentice standard.

Key responsibilities

- Cleaning and maintaining exhibits and other designated areas and assisting with the preparation of approved diets and carrying out the correct feeding procedures for animals on section.
- Assisting with record keeping via a Zoological Information Management System (ZIMS), including personal relevant observations of animal behaviour, health and welfare.
- Checking that conditions for animals are suitable as instructed and reporting any problems, including defects or repairs, to the senior staff on section.
- Ensuring relevant safe systems of work and risk assessments are read, understood signed and always adhered too.
- Assisting senior keepers, and other colleagues, with veterinary, training and other relevant animal related procedures.
- Supporting positive visitor experiences by good customer service and professional visitor engagement as well as broader ZSL events as instructed, such as late evening or weekend functions, Zoo Nights, PR photo calls, animal encounters and keeper for a day.

- Monitoring the health and safety of visitors and welfare of animals in enhanced animal contact situations, including walkthrough exhibits and animal encounters. Communicating the protocol to visitors in a friendly and timely manner, this includes problem solving and forward thinking which are essential at peak times in the walkthroughs. The post holder will have the ability to make quick decisions regarding visitor and animal safety, whilst following the Health and Safety guidelines.
- To ensure that the policy for equality and diversity is adhered to and promoted in all aspects of the post holder's work.
- The apprenticeship is assessed using an end point assessment (EPA) method, which involves a multiple-choice test, observations and a professional discussion based on portfolio. The keeper must pass all these assessments to gain their apprenticeship pass.

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 | |
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| Essential | <ul style="list-style-type: none"> • Practical experience of working with animals. |
| Knowledge and skills | |
| Essential | <ul style="list-style-type: none"> • Level 2 English and Maths or a commitment to attain them. • Broad taxonomic knowledge on a range of species managed within zoological collections. • Willingness to work on and learn about evolving husbandry management within zoological collections to include positive re-enforcement training for behavioural management and varied methods of enrichment for a range of species. • An understanding or a willingness to learn about the conservation, research and educational role of ex situ populations. • Ability to demonstrate initiative and a pro-active approach to completing tasks beneficial to the section/department without always waiting to be asked. • Ability to clearly follow instructions on tasks requested to be carried out by the section manager. • Working with animals requires detailed levels of concentration on both noting animal behaviour and changes to behaviour as well security (e.g. remembering to lock doors and close slides). The ability to tell others of your need to concentrate at specific times if disrupted. |
| Desirable | <ul style="list-style-type: none"> • An ability to deliver keeper talks and presentations. • Ability to learn and an appreciation for life support systems, temperature ranges and UK requirements for specific species. • Ability to learn and an appreciation for techniques used to handle specific animals should catch ups or veterinary procedures require this. |
| 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) |

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| | <ul style="list-style-type: none"> • To comply with and promote Health and Safety policies and procedures • This role has significant physical demands and involves long periods of standing, walking, lifting, carrying, reaching, pushing, pulling, etc. • Dependant on section may require working indoors in artificially high &/or humid conditions • 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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