



Zookeeper

Job grade	Level 2	Reports to	Team Leader
Directorate	Zoos and Engagement	Function	Animal Department
Contract	Perm	Location	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 provide animal husbandry and welfare in accordance with best practice protocols.

Key responsibilities

- Preparation of approved diets and the carrying out of feeding procedures.
- Maintaining the highest standards of hygiene by cleaning and maintaining exhibits, equipment, and other designated areas.
- Contribute to the development of high standards of husbandry and welfare, developing innovative, enriching, and aesthetic enclosures with the team.
- Observe the behaviour, health and security of animals and report concerns and problems to Lead Keepers or Section Manager.
- Assist and develop animal training enrichment programmes.
- Administration of veterinary treatments under the direction of the Veterinary Team.
- Create a positive visitor experience by engaging effectively with customers through talks and demonstrations.
- Engage with the curatorial team and support conservation and research activity.
- Data entry to animal records and onto daily record sheets, risk assessments and the ZIMS database.
- To ensure 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"> • Successful completion of the Zookeeper and Aquarist Apprenticeship Programme or a Diploma in the Management of Zoo and Aquarium Animals (DMZAA) qualification (or equivalent). • Practical experience of working with animals in a Zoo or aquarium (preferably animal management of exotic species).
Knowledge and skills	
Essential	<ul style="list-style-type: none"> • 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 • Ability to deliver keeper talks and presentations. • An ability to work as part of a team as well as an individual to complete section tasks. • Demonstrates respectful, punctual, reliable, trustworthy, and diligent behaviour • Capable of supporting volunteers, apprentices, students, and colleagues as requested. • A presentable appearance through following uniform and clothing policy.
Additional requirements	
Essential	<ul style="list-style-type: none"> • This post will require extensive outside working with direct exposure to the weather and animals and working indoors in artificially high temperatures • Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical) • 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) • This role has significant physical demands and involves long periods of standing, walking, lifting, carrying, reaching, pushing, pulling, etc. • Staff who are contracted in this role at our Whipsnade Zoo site require a full manual driving license as an essential requirement