



Assistant Zookeeper

Job grade	Org Support Salary Level 1	Reports to	Team Leader
Directorate	Zoos and Engagement	Function	Animal Department
Contract	FTC	Location	Whipsnade

Responsibility for resources

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

Assist zookeepers with animal husbandry and welfare, following best practice protocols. Support animal teams in caring for zoo animals and ensure visitor engagement. Adhere to department-specific protocols and procedures for animal care.

Key responsibilities

- Assist keepers with cleaning and maintaining exhibits and other designated areas.
- Observe the behaviour, health and security of animals and report concerns and problems to Zookeepers, Team Leader or senior staff.
- Assist the Zookeepers to develop animal training and enrichment programmes.
- Support positive visitor experiences by answering questions in a friendly and helpful manner, ensuring visitors leave with a good impression of ZSL.
- Assist Zookeepers with ZIMS data entry.
- When in walk-throughs, be the point of contact in an incident involving a visitor and an animal and advise visitors of the correct action.
- Assist with preparing approved diets and carrying out the correct feeding procedures.
- Ensuring relevant safe systems of work and risk assessments are read, understood, signed, and consistently adhered to, and emergency procedures are followed.
- Frequent communication is needed with all animal-keeping staff to relay issues, problems, and information required for the daily records.
- 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"> Practical experience of working with animals.
Knowledge and skills	
Essential	<ul style="list-style-type: none"> An ability to work as part of a team, as well as autonomously to complete section tasks. Demonstrates respectful, punctual, reliable, trustworthy, and diligent behaviour. A presentable appearance through following uniform and clothing policy. Sound judgment and professionalism when relaying information and answering visitor questions. Problem-solving and forward-thinking are essential at peak times in the walkthroughs. The post holder will be able to make quick decisions regarding visitor and animal safety while following the Health and Safety guidelines.
Desirable	<ul style="list-style-type: none"> Natural history and Zoology knowledge and interest. Ability to deliver keeper talks and presentations.
Additional requirements	
Essential	<ul style="list-style-type: none"> This post could 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 (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.