



Team Leader Zookeeper

Job grade	Grade 4, Professional Level 2	Reports to	Section Manager
Directorate	Zoos and Engagement	Function	Animal Department
Contract	Permanent	Location	Whipsnade

Responsibility for

Direct line reports	Up to 5	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

This role will manage the day-to-day staffing needs of the animal section. They will directly manage their assigned Zookeepers and Apprentices. They will ensure that staff adhere to protocols and procedures.

Key responsibilities

- Line manage zookeeping staff - Keepers, Apprentice Keepers, and Volunteer Keepers in the team.
- Allocate rotas, manage workload, manage sickness absence and Performance Development Reviews.
- Ensure safe systems of work through formal procedures, regular training, and risk assessments – complete regular enclosure inspections.
- Ensure delivery of animal husbandry to best practice protocols and procedures.
- Mentor staff and ensure staff complete mandatory and team specific training .
- Working with Lead Keepers report on the health and welfare of the animals and advise on future improvements which can be made – working with Stakeholders including the EAC team.
- Ensure that the relevant systems such as our Zoological Information Management System (ZIMS etc.) are kept up to date.
- Work on the section as a member of the keeper team to train, supervise and cover staff shortages as required.

- To comply with and promote Health and Safety policies and procedures and to undertake recommended Health and Safety training as and when necessary.
- To be committed to professional self-development, through participation in in-service training as necessary for the successful carrying out of the job.
- 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.

Values and behaviours for people management

- **Collaborative:** creates an engaging environment where people feel comfortable asking for help or support
- **Ethical:** creates a culture which ensures everyone is treated fairly with dignity and respect
- **Impactful:** delivers results on time and to the agreed standards
- **Inclusive:** makes decisions that promote transparency and inclusion
- **Innovative:** is forward thinking and able to see the broader picture when planning and organising work
- **Inspiring:** has self-awareness and seeks feedback to better understand own style, approach, and impact on team/staff motivation

Person Specification

Experience	
Essential	<ul style="list-style-type: none"> • Extensive practical experience of working with exotic animals within a zoological collection. • Introductory experience supervising or managing a team or able to demonstrate the ability to do so.
Desirable	<ul style="list-style-type: none"> • Qualified to the Diploma in the Management of Zoo and Aquarium Animals (DMZAA) level or equivalent qualification. Higher qualifications in a related subject an advantage.
Knowledge and skills	
Essential	<ul style="list-style-type: none"> • Broad taxonomic knowledge and interest on a range of species managed within zoological collections. • Taxonomic or husbandry specialism desirable, with ideally some experience in presenting at conferences or large conferences etc. • 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. • Knowledge of life support systems, temperature ranges and UK requirements for specific species.

	<ul style="list-style-type: none"> • Knowledge and experience in proven techniques and initiating new techniques used to handle specific animals for training, catch ups and veterinary procedures. • Understands health & safety requirements for staff, visitors and animals and able to implement processes and procedures. • Ability to demonstrate initiative and a pro-active approach to developing tasks beneficial to the section/department. • Innovation skills and ability to put new ideas into practice. • Strong observational and problem-solving skills. • Ability to manage, prioritise and delegate a diverse workload. • Ability to apply appropriate judgement when discussing ZSL matters and does not discuss commercially sensitive issues without advice from senior management.
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) • 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