###

**Grounds & Logistics Operative**

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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** | **N/A** |
| **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 role of Grounds & Logistics Operative is to carry out a variety of tasks as assigned by their Manager/Team leader. These will include a range of driving duties, litter picking, and cleaning along with event/function preparation and presentation.

The post holder will be required to drive a range of utility vehicles on and offsite to our sister zoo, Whipsnade Zoo. This role will have high level of interaction with visitors by answering questions and promoting a high level of customer service.

**Key responsibilities**

* Jetting/deep cleaning and weeding of areas using a high-pressure washer and other equipment.
* To ensure that waste bins, site signage, picnic and person benches are always clean and tidy and drying seating when wet.
* Litter picking of areas and changing public waste bins when near full capacity.
* Ensuring the perimeter of the zoo is frequently picked of litter along with the public and staff carparks.
* To ensure that ZSL's tools and equipment are kept in good order and report any faulty tools or equipment to their line management.
* To assist, guide or oversee some non-ZSL personnel whilst on site - these may include contractors, inspectors, or any other personnel that their line management requires.
* The job holder will be required to carry out some lifting, as there is potentially a large amount of manual handling required.
* To drive a variety of fleet and plant vehicles around site to deliver and collect items from staff areas and sometimes offsite.

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 |

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| Essential | * Have GCSE or equivalent literacy and numeracy qualifications.
* Able to use Microsoft Office applications and Windows operating system.
* Following health and safety guidelines and procedures.
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| Desirable  | * Previous experience dealing with internal personnel at all levels; the post holder must use tact, diplomacy and promote a high level of customer care and with visitors and guests on ZSL sites.
* Ideally have prior experience in ground management (site and cleaning) processes.
* High level concentration is required and need to be alert at all times when driving and when reacting to onsite emergencies.
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| Knowledge and skills |

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| Essential | * 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.
* Able to tow trailers.
* Flexible in changing work priorities as routine decisions are made daily following discussions with line management.
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| Additional requirements |

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| Essential | * This post will require extensive outside working with direct exposure to the weather and animals.
* A full UK or international 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 work 37.5-hour week over a 14-day period including one weekend.
* To be physically fit to endure long hours walking and lifting, carrying and pushing items.
* 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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