



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA: Leisure Services **POSITION NO:**
SECTION: Parks and Open Spaces **GRADE: 2**
JOB TITLE: Assistant Aviary Ranger **DATE PREPARED: July 2021**
EVALUATION DATE: 14/07/2021 **JE NUMBER: HCL188**

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people’s differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company’s Equal Opportunities in Employment Policy.

PURPOSE: Working in a team, assisting the aviary rangers to provide a high quality wildlife and aviary service across the city, responding to service priorities, statutory obligations and company policy. Ensuring that all animals in the collection are well cared for in accordance with the latest guidance and helping to deliver a high quality educational experience to visitors.

PRINCIPAL ACCOUNTABILITIES:	
<i>Please note decision making must be included within the Principal Accountabilities</i>	
1.	To promote and safeguard the welfare of children, young people and / or vulnerable adults.
2.	To provide a level of security at each site to ensure that all buildings, equipment and facilities are safe and meet the required standard.
3.	To assist in the undertaking of daily animal care duties such as feeding, cleaning and animal health checks, reporting this activity and any concerns in accordance with the relevant procedures. Maximising the quality of life of animals with in the collection by complying with animal care guidance/ legislation and assisting with the provision of enrichment under supervision.
4.	To assist with documentation relating to the animal collection to ensure records are up to date.
5.	To assist in the preparation and delivery of events and educational activities at various sites across the city, taking event payments as necessary.
6.	To provide and maintain high standards of cleanliness and maintenance in all areas of the facility and complete check sheets as required.
7.	To assist in administering medication/ animal treatments as required/ directed in accordance with company procedures/ veterinary instructions.
8.	To carryout basic maintenance tasks as and when required to a high standard, including grounds maintenance.
9.	To ensure that sites are clean and welcoming for our customers and to ensure that routine tasks such as litter picking and graffiti removal are carried out to a high standard.
10.	To work with work experience placements and volunteers as required.
11.	To attend/ undertake training and development as required.

12.	There may be a requirement to change the shift / working pattern of the post to meet the needs of the service and match customer demands at short notice; therefore, there is a requirement for flexibility. This will include weekends, evenings and bank holidays.
13.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the Company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy.

GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

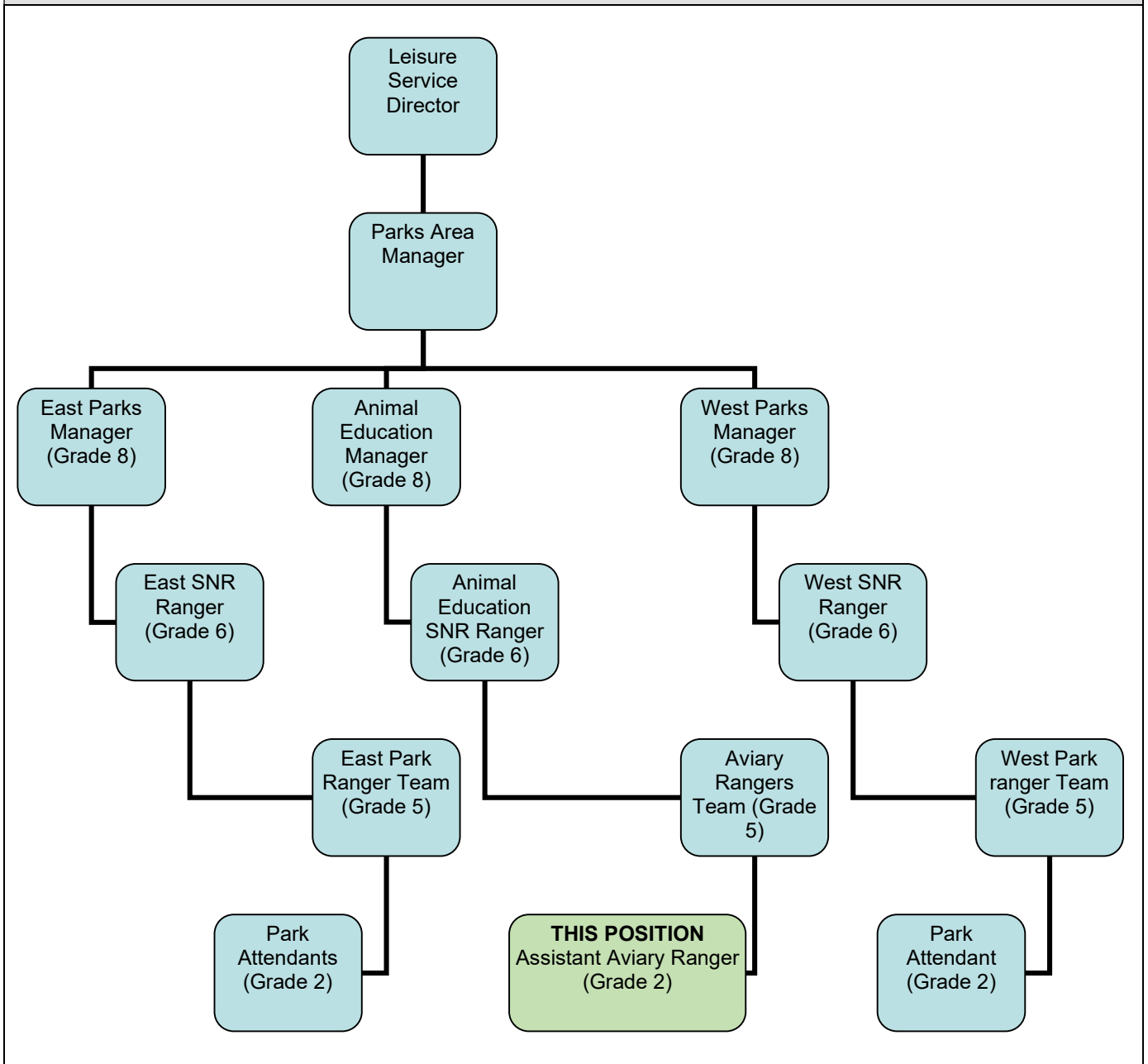
1. **Responsibility for Staff:** None
2. **Responsibility for Customers/Clients:**
 - Working in a team with personal responsibility for customers/ park users.
 - To assist with the daily care of all animals with in the collection
3. **Responsibility for Budgets:**
 - None
4. **Responsibility for Physical Resources:**
 - Responsible for tools and equipment
 - Responsible for cash – e.g. taking event payments, but not cashing up.

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. **Within Service Area/Section:**
 - With all categories of staff within the parks team.
2. **With Any Other Company Areas**
 - Co-operating with all internal departments who use the facility.
3. **With External Bodies to the Company**
 - External Organisations such Hull CC Licensing and BIAZA

ORGANISATION CHART:



	<i>Tick relevant level for each category</i>						Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	Intense	
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).				✓		N/A	Cleaning and maintenance of enclosures, ground maintenance tasks, lifting and carrying.

WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).			√			N/A	Expectation to be outside in all weathers, Removal of animal waste.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.				√			Working with animals

PERSON SPECIFICATION		Tick relevant column		List code/s*
		Essential	Desirable	How identified
The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only. <i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation</i>				
1.	Qualifications:			
	Good standard of education (GCSE Maths and English)	√		AF/CQ
	Basic First Aid		√	AF/CQ
2.	Relevant Experience:			
	Working in a team		√	AF/I
	Working with customers		√	AF/I
	Working in the parks/ grounds maintenance/ leisure industry		√	AF/I
	Experience of working with animals in a zoo/farm/wildlife park or similar.		√	
	Demonstrable interest & enthusiasm for animal conservation, management & welfare	√		AF/I
3.	Skills (including thinking challenge/mental demands):			
	Motivation to work with children and young people and/or vulnerable adults.	√		I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people and/or vulnerable adults (<i>service area to include where appropriate</i>).			
	Physically able to carry out a range of animal management activities to a high standard.	√		AF/CQ
	Ability to concentrate to a sufficient level to complete tasks	√		I
	To maintain a safe environment through effective supervision and control.	√		I
	To know when to intervene in a given situation this could be a anti-social behaviour or the need to give advice / guidance.	√		I
	To work with partners and colleagues to resolve issues with in a park setting	√		I
	Motivation to work with animals and desire to promote education and conservation.	√		AF/I
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults.	√		AF/I

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	Awareness of appropriate legislation including the requirements of the Disability Discrimination Act.	√		I
	Customer Care policy.		√	I
	Complaints procedure.		√	I
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults.	√		AF/I
	Good conversational skills to speak with customers in normal and some difficult situations.	√		AF/I
	Ability to be an effective team communicator.	√		AF/I
	Written Skills			
	Must be able to write legible and factual accident and incident reports.	√		AF
	To complete basic paper work such as check sheets	√		
6.	Other:			
	None.			
<p>The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.</p>				
7.	Additional Requirements:			
	None.		N/A	
8.	Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Enhanced & Children's Barring List Disclosure from the Disclosure & Barring Service.	√	N/A	DBS Disclosure
	If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.	√	N/A	AF(after short listing)
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.		N/A	AF(after short listing)