



**HULL CULTURE and LEISURE Ltd**  
**JOB DESCRIPTION & PERSON SPECIFICATION**

<b>SERVICE AREA:</b>	Leisure Services	<b>POSITION NO:</b>
<b>SECTION:</b>	Parks	<b>GRADE: 5</b>
<b>JOB TITLE:</b>	Aviary and Wildlife Keeper	<b>DATE PREPARED:</b> 18 <sup>th</sup> November 2016
<b>EVALUATION DATE:</b>	22 March 2017	<b>JE NUMBER: HCL058</b>

**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:** 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 delivering high quality educational experiences.

**PRINCIPAL ACCOUNTABILITIES:**

*Please note decision making must be included within the Principal Accountabilities*

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, conforming to all relevant legislation
3.	To undertake daily animal care duties such as feeding, cleaning and animal health checks, recording this activity 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 providing enrichment.
4.	Ensures that all relevant documentation relating to the animal collection is maintained and up to date.
5.	To assist in the preparation of events and educational activities at various sites across the city. To lead on the delivery of events and educational activities across the service.
6.	To respond to incidents and accidents as required. To give first aid when required and lease with emergency services.
7.	Provide accurate and factual records of any accident or incident for further investigation.
8.	To provide and maintain high standards of cleanliness and maintenance in all areas of the facility and complete check sheets as required.
9.	To administer medication/ animal treatment as required/ directed in accordance with company procedures/ veterinary instructions.
10.	To carryout maintenance tasks as and when required to a high standard. Including grounds maintenance.
11.	To take payments in accordance with the company's policies and procedures, ensuring that all income is collected.

12.	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.
13.	To supervise park attendants, placements and volunteers as required. This will include an element of training delivery as needed.
14.	To promote the park service by delivering/ assisting with a range of events and educational activities throughout the city.
15.	To attend/ undertake training and development as required.
16.	To monitor and feedback on work carried out by contractors working in parks to ensure that high standards are met and the company receives value for money.
17.	To deputise for the senior ranger as required from time to time.
18.	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.
19.	You may be required to undertake duties associated with a lower graded position in order to ensure continuity and consistency of the service provided which is outside the scope of your normal duties, providing adequate training has been given.
20.	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:**

- Work experience and College trainees.
- Park attendants
- Volunteers and community groups
- Community payback

**2. Responsibility for Customers/Clients:**

- Working in a team with personal responsibility for customers/ park users.
- Monitor and feedback on the work carried out by others including Hull CC with in parks and open spaces
- Responsibility for ensuring that all animals with in the collection are well cared for

**3. Responsibility for Budgets:**

- No direct responsibility for budgets but to be aware of the financial constraints and ensure income is maximised

**4. Responsibility for Physical Resources:**

- Responsible for tools and equipment
- Responsibility for cash i.e. taking payments.

- Buildings and facilities are secure and well looked after
- To ensure that all enclosures are well maintained
- To ensure that any plant is well cared for a used correctly.

**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.

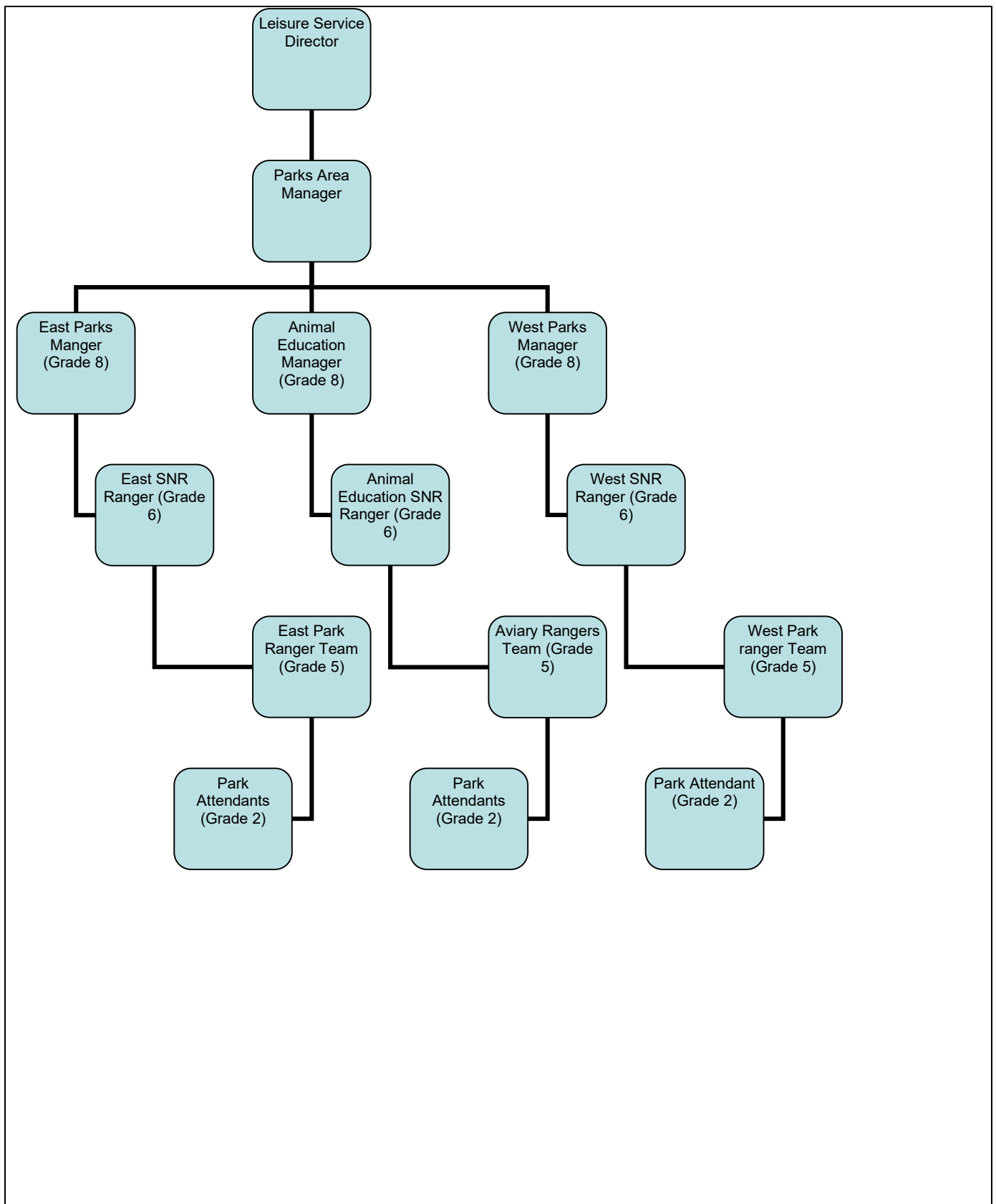
**2. With Any Other Company Areas**

- 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:**



	Tick relevant level for each category					Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	
<b>PHYSICAL DEMANDS:</b> 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.
<b>WORKING CONDITIONS:</b> 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.
<b>EMOTIONAL DEMANDS:</b> Exposure to objectionable situations over and above that normally incurred in a day to day office environment.				√		Responsible for animal welfare

<b>PERSON SPECIFICATION</b>		Tick relevant column	List code/s*
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. *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		Essential	Desirable
<b>1. Qualifications:</b>			
	A higher level qualification in animal management or similar (i.e. HND or equivalent) or sufficient suitable work experience.	√	AF/CQ
	Full UK Driving License (ideally B+E)	√	AF/CQ
	Holder of / or prepared to hold a first aid certificate	√	AF/CQ
	Diploma in Zoo and Aquarium Animal Management		√ AF/CQ
<b>2. Relevant Experience:</b>			
	Experience of working in zoo/ wildlife park environment as a ranger/ keeper or similar role	√	AF/I
	Working in a team	√	AF/I
	Dealing with difficult customers and customer complaints	√	AF/I
	Experience of delivering educational activities and events, particularly in a zoo or wildlife environment		√ AF/I
	Experience of working with collection plans, conservation programmes (ex-situ and in-situ) and continuity planning		√ AF/I
	Experience of working with electronic animal management packages such as ZIMs.		√ AF/I/CQ

<b>PERSON SPECIFICATION</b>		Tick relevant column		List code/s*
		Essential	Desirable	How identified
<p><b>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.</b></p> <p><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></p>		Essential	Desirable	How identified
<b>3.</b>	<b>Skills (including thinking challenge/mental demands):</b>			
	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 and maintenance 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
	The ability to use IT packages such as MS word/ excel, email and animal management packages such as ZIMs.	√		
	To be able to carryout grounds maintenance or estate tasks to a high standard with only limited guidance.		√	
	An understanding of animal health including knowing when and being prepared to take animals to the vets, with the awareness that occasionally it may be necessary to euthanize an animal.	√		
<b>4.</b>	<b>Knowledge:</b>			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults.	√		AF/I
	Knowledge of zoo/ aviary operation and animal management	√		AF
	Awareness of appropriate legislation including the requirements of the Disability Discrimination Act.	√		I
	Customer Care policy.		√	I
	Complaints procedure.		√	I
	Good understanding of fisheries and wildlife management		√	AF/I
	Knowledge and understanding of educational activity delivery.		√	AF/I
<b>5.</b>	<b>Interpersonal/Communication Skills:</b>			
	<b>Verbal Skills</b>			
	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

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<b>Written Skills</b>				
	Must be able to write legible and factual accident and incident reports.	√		AF
	To complete inspection and animal welfare records.	√		AF
	To complete basic paper work and financial documents as required	√		AF
	To produce maintenance/ management plans.		√	AF/I
	To assist with the preparation of funding bids for external bodies.		√	AF/I
<b>6.</b>	<b>Other:</b>			
	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>				
<b>7.</b>	<b>Additional Requirements:</b>			
	None.		N/A	
<b>8.</b>	<b>Disclosure of Criminal Record:</b>			
	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)