

## ROLE PROFILE

<b>Animal and Wildlife Keeper</b>	
Reporting to:	Farm Manager
Role purpose:	
To maintain animals and habitat in a guest-friendly environment	
<b>Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness</li> <li>• Complete all animal husbandry tasks e.g. feeding, watering etc.</li> <li>• Basic maintenance of the farm e.g. replacing fence posts</li> <li>• Conduct activities with guests and group visits</li> <li>• Maintain health and safety standards</li> <li>• Supervise and co-ordinate volunteers and work experience team</li> <li>• Wildlife and habitat management</li> <li>• Be an ambassador for the company</li> <li>• Provide guest service</li> </ul>	

<p><b>Progression in role:</b></p> <p><b>Entry</b></p> <ul style="list-style-type: none"> <li>• Excellent written and spoken English</li> <li>• Strong interpersonal skills</li> <li>• Positive attitude</li> <li>• Able to work weekends and bank holidays</li> <li>• Good sense of humour</li> <li>• Be passionate about customer service delivery and exceeding our guests' experience</li> <li>• Be clean and presentable</li> <li>• Have an outgoing and friendly personality</li> <li>• Level 2 in animal care or similar</li> </ul>	<p><b>Training for role</b></p> <p>Company orientation and induction            General health and safety            Fire safety            COSHH            GDPR            Manual Handling</p>
<p><b>Competent – three months</b></p> <ul style="list-style-type: none"> <li>• Team member has good relationship with regular guests, owners and locals</li> <li>• Works well with colleagues</li> <li>• Works independently</li> <li>• Good attendance and time keeping</li> <li>• Very good communication with guests, owners and locals</li> <li>• Shows flexibility when asked to help others</li> <li>• Very good level of administration with few errors</li> <li>• Cleaning standards are excellent</li> <li>• Develop presentation skills to engage groups</li> </ul>	<p>Diversity and Inclusion</p>

<p><b>Advancing</b></p> <ul style="list-style-type: none"> <li>• Takes ownership of each guest interaction</li> <li>• Excellent animal and wildlife knowledge</li> <li>• Able to talk in an interesting and informative way to a group</li> <li>• Has taken independent steps to develop knowledge and takes pride in passing it on</li> <li>• Helps new team members to learn role in a positive way</li> <li>• Shares best practice</li> <li>• Has a keen eye for animal and welfare issues</li> </ul>	<p>Level 3 in animal care or equivalent or Diploma in zoological and aquarium animals</p>
<p><b>Excellence</b></p> <ul style="list-style-type: none"> <li>• Suggests practical improvements to workings of department</li> <li>• Shows a willingness to assist colleagues and to learn new skills</li> <li>• Actively coaches and/or mentors other team members and this is recorded</li> <li>• Is totally reliable at all times</li> <li>• Fully engaged with bringing on other team members</li> <li>• Takes on manager's tasks where appropriate</li> </ul>	<p>Coaching and mentoring</p>
<p><b>Key measures</b></p> <p>Holidaymaker survey  Online reviews  Footfall</p>	