

ROLE PROFILE	
Job Title	Animal Team Leader - Birds, Ectotherms & Guest Experiences
Work Base	Welsh Mountain Zoo – Colwyn Bay
Hours of Work	40 hours per week over a 7 day rota including weekends and bank holidays
Salary	£31,385
Line Manager	Head of Animals
Direct Reports	Animal Keepers & Volunteers
ROLE PURPOSE	
Our Animal Team Leaders are passionate about wildlife, conservation and animal husbandry. They deliver our mission and Bring Conservation to Life by enabling our Animal Keeper Team and volunteers to deliver high standards of animal care, enrichment and husbandry, while also ensuring our guests have an informative, fun, and memorable experience with us.	
KEY RESPONSIBILITIES FOR THE ROLE	
Manage Operations and Resources • Manage and enable our Animal Keepers and volunteers to deliver animal welfare, enrichment, and husbandry practices for our bird and ectotherm collection in line with SSSMS practice • Work with our Gardens/Maintenance Teams to deliver safe, functional, and well-presented habitats • Manage stock and resources efficiently, including consumables such as food and bedding • Collaborate with the Head of Animals on staff deployment and resource planning • Complete Duty Manager cover for the Head of Animals & cover for the Mammals Team Leader Leading and Developing the Team • Support the team, ensuring they have the tools, training, and resources to perform their duties • Conduct one-to-ones, appraisals, and team meetings to create a high performing team culture • Deliver, support, and oversee technical training for Animal Keepers and volunteers • Support our Animal Keepers to develop and deliver animal training activities • Actively promote our mission and the broader value of zoos in conservation and education Coordination and Planning • Ensure the maintenance of accurate animal records using our Species 360 database • Conduct bi-annual welfare audits and support preparation for inspections • Contribute to the Institutional Species Plan and animal transfers • Develop and update best practice husbandry guidelines, checklists, dairies and procedures • Co-ordinate all animal related student and work experience placements Deliver Excellent Guest Experiences • Work closely with the Guest Experience Team to deliver engaging animal encounters & experiences • Role model courteous, professional, and informative guest service • Address and resolve informal guest complaints; appropriately escalating when necessary • Improve guests experience through staff training, signage, talks, and presentations Ensure Safety and Compliance • Maintain high standards of H&S ensuring full compliance with our policies, safe working practices, and the Secretary of States Standards on Modern Zoo Practice (SSSMZP) • Lead and coordinate staff during drills and emergencies, always prioritising guest and staff safety • Conduct risk assessments and safety audits, implementing and monitoring improvements • Investigate health and safety incidents and implement corrective actions • Ensure all staff and volunteers have appropriate PPE and are trained in safety procedures	

KEY REQUIREMENTS FOR THE ROLE	
Qualifications	• Holds Level 3 Diploma in the Management of Zoo and Aquarium Animals • Working towards/holds level 5 BSc (hons) in Animal Science or equivalent
Skills	• Comfortable working as part of a team, but also working unsupervised • Good IT literacy (record management, emails/notes, and spreadsheet updates) • Excellent communication and interpersonal skills
Knowledge	• Knowledge of BIAZA and EAZA animal husbandry, behaviour, & welfare principles • Familiar with nutrition, enrichment, animal health, welfare assessment & training • Familiar with the Secretary of States Standards on Modern Zoo Practice • Understands conservation issues and the role zoos play in mitigating species loss
Experience	• Maintaining accurate data in Animal Management databases e.g. Species360 • Significant experience of working with an EAZA/BIAZA collection in a Zoo/ Wildlife Park • Managing H&S risk assessments and safe operating procedures • Line managing staff and volunteers in a customer service environment • Managing birds and ectotherms collections • Delivering animal training activities • Willing to work towards/able to use firearms in an emergency • Performing physical tasks (lifting, clearing, carrying) in all weather conditions
Key behaviours (competencies) for the role	• Leading and Supervising • Planning and Organising • Adapting and Responding to Change

To apply for this role please send your CV and cover letter (maximum 2 page) to hr@welshmountainzoo.org Your cover letter should outline your motivation for joining our team to help us deliver our mission, and also provide some details about how you meet the qualification, skills, knowledge, and experience for the role.

Closing date for applications 9am 15th May 2025

Interviews provisionally scheduled 27th May 2025

Staff benefits

As well as working with our wonderful animals and amazing team in one of the most beautiful visitor attractions in North Wales, we also provide access to:

- training and development opportunities
- free family admission to our zoo
- free uniform
- free staff parking
- our Employee Assistance Wellbeing Programme
- discounts in our restaurant, gift shop, and sweet shop
- holiday scheme which increases with service up to 33 days*
- company sick pay*
- our pension scheme*

*After qualifying service



(Please note shared accommodation may be available with this role - to be discussed at interview.)