

Job Description – Team Leadership

This is a summary of the key duties and responsibilities related to the position below and includes the skills, experience and educational background required by the employee, as well as the competencies and behaviors that are expected at this level. Please take your time to read through it, sign the acknowledgement and hand it back to Human Resources.

1. POSITION DETAILS

▪ Position	Manager, Marine Mammal Operations
▪ Level	40
▪ Department	MWP – Dolphin Bay
▪ Reports to	Director Marine Mammals
▪ Subordinates	Assistant Managers, Marine Mammal Operations & Marine Mammal Specialists 3 & 4

2. JOB DETAILS & REQUIREMENTS

Job Summary

A key leader in the Marine Mammal Operations Management team who is responsible for the management of the marine mammal collection and the animal care team, who works to maintain and exceed international gold standards of animal care, conservation and education programmes. The Manager of Marine Mammal Operations will be responsible to driving the vision of the organisation throughout all areas of the business and bring ideas to fruition.

Key Duties and Responsibilities

- Responsible for management all marine mammals and associated activities, including but not limited to behavioral management, husbandry and medical care, interactive programs, zoological facility management, animal capacity.
- Responsible for management of all marine mammal specialists, including but not limited to their hiring, training, development, compliance, appraisals, scheduling and engagement.
- Responsible for contributing to scientific advancement through the allocation of resources (i.e., staff, equipment) to advance our knowledge of the animals under our care and their welfare, to share with the wider zoological community.
- Responsible for actively participating in animal and conservation programmes associated with animals in the collection and driving collaboration with the wider zoo and aquariums community.
- Responsible for ensuring compliance to local and international standards, including but not limited to appropriate licenses and accreditation standards.
- Responsible for the development and maintenance of P&P's, SOP's, Risk Assessments, Manuals and conducting emergency drills to ensure preparedness.
- Responsible for management of OPEX and CAPEX of the Department, ensuring proper planning and foresight is applied to maintain the condition of the facility.
- Responsible for driving the vision of the organization throughout all areas of the business and ensuring the higher purpose of the animal operations department is at the forefront of all developments.
- Works together with the front of the house management to ensure a smooth operation, including but not limited to program schedules, inventory management, orientation experience, facility upkeep, educational programs, VIP visits, photo operations.
- Works together with the Veterinary team for implementation of the Preventative Medical Program for all the collection, training of medical and husbandry behaviors, establishment of diets, organization of medical procedures, special observations, scientific research, amongst others.
- Works with PR and Marketing teams to provide opportunities to support the brand. Works with Revenue Management, Sales and Marketing teams to establish the revenue strategies in relation to animal usage and capacity.
- Works with Learning & Development team to thoroughly train colleagues in areas of animal husbandry, animal observations, animal training and safety, customer service skills and guest relations.

Management of Team

- To build and foster collaborative relationships with other departments within the organization to stay informed and abreast of new initiatives, products, and services.
- Contribute to the preparation of the department budget and monitor the financial performance of a given area versus the budget so that areas of unsatisfactory performance are identified, rectified promptly and potential performance improvement opportunities are capitalized upon.
- Manage the effective achievement of objectives through setting individual objectives, managing performance, developing staff, and providing formal and informal feedback to maximize overall performance and team motivation while continuing to deploy resources effectively for growth and further strengthening the employee value proposition.
- Ensuring strategic execution of the team priorities with responsibility for business performance and budget management, while acting as an advisor for leadership team; requires the ability to partner, execute, and lead through influence and collaboration across the company.
- Managing and inspiring a talented and diverse group of colleagues and helping them develop and learn as they grow their careers.

Human Resources

- Responsible for HR leadership of direct reports and their teams (recruitment and selection, performance management (Appraisal/PDP), colleague development and motivation, counselling / disciplinary issues.
- Maintain and enhance the open-door policy to all colleagues providing advice and guidance when needed regarding their issues or concerns and/or grievances.
- Ensure that the hotels are fully compliant with Kerzner people processes and deadlines that govern all Kerzner properties. i.e., CES, SAP, Probation reviews etc.
- Ensure that the administration of the performance review process in the operational departments and ensure that follow-up for all issues is done in timely manner and results of both follow-up and the initial reviews are communicated to all relevant parties.
- Maximize productivity and achieve optimum staffing levels to minimize additional payroll costs.
- Talent Reviews are alive and active, and the target audience know why they are so important.
- Ensure 100% compliance with all mandatory training for departments; as well as the Departmental Trainers positively encouraged.
- Control the LTO in the operational departments in conjunction with the HR department to ensure that any areas of concern are monitored and rectified.
- Conduct regular coaching sessions with HOD's to further develop both their technical and management skills.
- Manage the Engagement Survey process for the operational departments ensure that the follow up meetings are done, and the staff members have timely feedback.
- Conduct interviews as required by the Manager & Head Trainer, Dolphin Bay.
- Review manning and re-recruitment of all positions
- Ensure one CSR event takes place every quarter.

Skills, Experience & Educational Requirements

- Minimum of 5 years of proven experience in managing a team.
- Minimum of 5 years of proven experience in behavioral modification, care, or related animal field.
- Has worked in at least 2 other zoological facilities/organisations.
- Has worked in at least 1 Organisation that is accredited to regional or international animal care standards.
- Has proven experience in the advanced application of animal training and animal husbandry principles (curatorial skills) on a daily basis with direct emphasis on employee, guest and animal safety.
- Has a strong understanding of animal social structures (breeding, dominance, compatibility, calves, etc.).Able to make decisions taking into effect all of the factors associated with animal dynamics.
- Ability to predict and or prevent possible aggressive scenarios through proactive behavioral management.
- Consistent application of Guest Service skills associated with dolphin interaction programs. This includes advanced problem solving without compromising quality and safety.
- Possess PADI Rescue Scuba Certification (or equivalent)

LEADERSHIP COMPETENCIES

Managing Yourself:

- **Technical & Professional knowledge/skills:**
I consistently work as per the required standards, policies and procedures and complete all training courses relating to my role. I develop and contribute to best practices in discipline or specialty area for my function and department.
- **Integrity:**
I am widely trusted and seen as a truthful and honest individual and shares accurate information. I keep confidences even when pressured to compromise and can be trusted to keep confidences. I respect and care for my Colleagues and team's wellbeing. I act according to the values, vision and mission of the organization.
- **Interpersonal Sensitivity:**
I promote awareness and respect of cultural and individual values and differences and encourage strengths of others to accomplish goals. I am present. I adapt to different cultures and respect privacy, listen, and read body language. I treat each other as I want to be treated, I seek out other opinions, I celebrate important moment and I respect others time.

Managing others:

- **Coaching & Developing others:**
I consistently identify key performance gaps and develop individuals by providing coaching and guidance. I consistently provide timely constructive feedback that is clear and objective. I seek to find organization goals relating to my department and provide coaching to my team members and peers to help to achieve these goals.
- **Influencing Others:**
I make persuasive arguments to influence my audience. I have essential qualities of influencing skills and use them accordingly. Identifies key decision makers and can influence using sound strategies and tools.
- **Teamwork:**

I use interpersonal skills to build co-operative relationships. I contribute consistently to the team. I support a culture of collaboration, teamwork, and accountability. Builds a culture based on the combined contributions of different Colleagues. I set each other up for success.

Managing the Business

▪ **Results focus:**

I set goals that are clear and specific and ensure that they are met in time. I use time efficiently and adapt plans when changes occur. I consistently deliver quality work and focus on the end results being met effectively. Actively pursues professional development for self and team.

▪ **Judgement & Decision making:**

When problems need to be resolved, I involve relevant people and exercise good judgement in making decisions in a timely manner. Advocates for the team in decision making, builds decision making processes that set out clear roles and responsibilities.

▪ **Customer Focus:**

I consistently build solid & genuine relationships with guests. I consistently look for ways to deliver amazing experiences and everlasting memories in every interaction with guests and Colleagues.

5. ACKNOWLEDGEMENT

I have read and understand the duties required of me and will adhere to and perform them as required.

▪ Date day [] [] month [] [] year [] [] [] []

▪ Name _____

▪ Signature _____