

Assistant Head Keeper

The role of the Assistant Head Keeper is to ensure each and every animal is looked after in the Animal Handling Area and Pets Corner. This must be done in line with the direction given by the Animal Manager. You must report all activities in the daily diary and conform to all practices in the Zoo license and NFAN code of conduct. Duties will include looking after the welfare of the animals and ensuring that all suspected sickness is reported to the Animal Manager in good time. You must be confident when speaking to the public, being able to present animal presentations and activities. You must be flexible and willing to work bank holidays, weekends and over the Christmas period all on a rota basis.

Essential Skills and Qualifications:

- At least 5 years previous animal industry experience.
- At least 1 years previous supervisory experience.
- At least 2 years customer service skills.
- Full UK driving licence.

Desired Skills and Qualifications:

- Minimum level 2 National Diploma in Animal Management or equivalent.
- Trailer licence.
- Experience with reptiles and insects.
- Experience with equines.
- Experience with birds of prey.

Responsibilities include: ☐

- Opening up and feeding around getting the area ready for the day.
- Ensuring the completion of all daily recording schedules☐ and animal health records.
- Supervising staff alongside the Animal Manager.
- Work efficiently to a time scale, managing jobs around displays.
- Use initiative and show willing when directed to do a job.
- Maintain a fun and interactive workplace keeping everything professional.
- Highlight food requirements and ordering to the Animal Manager.
- Transporting the animals from their pens to the Animal Handling Area☐ as required.
- Ensuring the animals all have food, water and clean bedding throughout the day.☐
- Administering medicines when directed by your Animal Manager.
- Interact with visitors and give information and fun facts about the animals.
- Ensure that you are welcoming to all visitors☐.
- Supervising the safety of the animals and visitors throughout the experience and ensuring the staff speak to the children in the correct, child friendly manner.
- Observing the animals to ensure they do not get distressed and are rotated.
- Staff members must remind visitors the importance of washing their hands after

- touching the animals before leaving the area².
- The hand washing facilities and hand towels are maintained to a high level of cleanliness and are checked and signed for at regular intervals².
 - Any complaints or grumbles are dealt with in an appropriate manner and anything you feel unable to deal with is reported to the Duty Manager ASAP².
 - All first aid incidents are dealt with quickly and appropriately².
 - Alert the Duty Manager ASAP on discovering a fire and direct the team to ensure a smooth evacuation of the area².
 - Conduct other duties as required by the management with regards to the operation of Avon Valley Adventure & Wildlife Park.

Salary dependent on experience. To be discussed at interview.