



JOB & PERSON SPECIFICATION

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| Job Title: | Team Leader | Uniform: | Required |
| Department/ Group: | Living Collection: Life Sciences | Primary Location: | Adelaide/ Monarto/ |
| Remuneration: | Band B level 9 to Band B Level 12, dependant upon skills, qualifications and experience. | | |
| Special Conditions: | <p>As per RZSSA Collective Agreement, plus;</p> <ul style="list-style-type: none"> • May be required to work at any Zoos SA location. • Required to work a 7 day roster. • Required to obtain and provide a National Police Certificate. • Required to obtain and maintain recommended Immunizations. • Required to hold and maintain a valid Drivers Licence. • Required to retain relevant licences, qualifications and/or accreditations. • A 6 Month Probationary Period applies to all roles. • Duties are performed under general supervision and primarily outdoors. | | |
| Reporting Lines | <pre> graph BT CEO[CEO] --> DLS[DIRECTOR LIFE SCIENCES] DLS --> CURATOR CURATOR --> TL[TEAM LEADER] TL --> SK[SENIOR KEEPER] SK --> KEEPER </pre> | | |
| Summary of Role | <p>In consultation with the Curator; is required to safely, efficiently and effectively manage all aspects of the team including staff, animals and exhibits. Responsible for the day to day operations of the department with a strong focus on leading and managing the team, providing excellent animal husbandry, the promotion of exciting visitor experiences and conservation involvement and outcomes.</p> <p>Organisational and administrative skills and some planning experience/ability are essential to the role. Provide guidance and direction to the Keeping team and monitor standards and performance.</p> | | |
| Career Progression (dependant upon experience, qualification and performance) | <p>Team Leader Band B Level 9 to Band B Level 12</p> <p>Progression to Band B Level 12 will require the employee to participate in the roster weekend 'Duty Manager' as required.</p> | | |

| JOB SKILLS | MEASUREMENT CRITERIA |
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| <p>Administration</p> <ul style="list-style-type: none"> • Manage the section budget effectively • Undertake routine administrative tasks and maintain all required records to an acceptable standard. • Ensure timesheets and associated forms are completed to required standards. • Knowledge of relevant Standard Operating Procedures (SOPs) Policy and Procedure and the Collective Agreement. • Conduct and/or participate in approved research. • Prepare papers and/or articles for presentation and/or publication as required. • Deputise for the Curator as required. • Prepare reports and recommendations. • Participate in committee work as required. • Manage day to day workloads and overall performance of team members, check records and diaries for accuracy and ensure duties are performed to the required standards. • Undertake specialist administrative duties in line with seniority and experience. • Assist in the co-ordination of the Zoo component of joint research projects. | <ul style="list-style-type: none"> • Ensure budget spend does not exceed allocation. • Records assessed for accuracy and content. • Knowledge of SOPs and working in line with these. Feedback on these and proactive suggestions for change as required. • Detailed knowledge and awareness of animal requirements and standards. • Participation in projects and specialist duties and demonstrate a broader understanding of the Society and Conservation practices and principles. • Able to provide advice and guidance to co workers. |
| <p>Animal Health</p> <ul style="list-style-type: none"> • Manage and monitor animal health problems. • Under veterinary supervision or direction, treat animals and administer medication, ensure access and samples are made available. • Manage the implementation of behavioural enrichment programmes to affect animal behaviour and allow routine examinations and procedures without distress. | <ul style="list-style-type: none"> • Records of behaviors and changes or symptoms recorded accurately, legible and completed daily. • Updates on any changes or concerns raised appropriately. • Ability to take required biological samples and undertake conditioning where possible to facilitate health checking. Feedback from supervisors and Animal Health Team. |
| <p>Education, Media & Public Relations</p> <ul style="list-style-type: none"> • Interact informally with the public on an ad hoc basis providing directions and information on Zoo activities, exhibits, facilities and animals. • Undertake presentations and ensure quality of those delivered by their team. • Assist with public relations activities and ensures team are pro actively contributing. • Develop and ensure delivery of quality visitor experiences. • Maintain exhibit graphics to required standards. • Undertake media interviews and presentations as required. | <ul style="list-style-type: none"> • Public feedback from interactions, questionnaires, letters submitted, assessment by Supervisors /specialists and 'mystery shopper' feedback. • Review content and style of presentation. • Number of potential media stories identified and highlighted to supervisors. • Standard and accuracy of interpretive materials within the exhibit locality |

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| <p>Husbandry</p> <ul style="list-style-type: none"> • Undertake routine keeping duties as required • Oversee the standards and assess the team against these. • Monitor diaries and records and assess these against expected standards. • Assess animals and exhibits within your team and provide feedback to Keepers. • Establish and maintain standards of care and ensure that the team is able to input through team meetings and consultation. • Oversee the development and implementation of:- <ul style="list-style-type: none"> - in-house animal management programmes - training/conditioning and enrichment programmes - programmes to deal with behavioural problems - specialist breeding programmes. • Contribute to the development and implementation of the Zoo's Collection Plan. | <ul style="list-style-type: none"> • Maintain high standards of animal health and wellbeing. • Duties undertaken to the required standards. • Enclosures and surrounding Area maintained to the required standard. • Records accurate, legible and completed daily as required. • Sharing of relevant information within the team. • Provision and delivery of approved Behavioral Enrichment, training and welfare and achievement of established goals and objectives. • Development and delivery of manageable breeding programmes and active participation of team. • Acknowledgment as regional leaders in husbandry and visitor experience. |
| <p>People Management</p> <ul style="list-style-type: none"> • Manage the development and delivery of training for Keepers, other Zoo staff, volunteers and work experience students within the Life Sciences area. • Manage the work group:- <ul style="list-style-type: none"> - set goals, objectives and standards for the group's performance - schedule and hold regular team meetings - monitor work performance - absence management - oversee rosters and work allocation - co-ordinate work experience students • Assist in the review and implementation of management policies. • Manage performance and performance related issues. • Manage the training and development of staff:- <ul style="list-style-type: none"> - identification of training needs - development of training schedules - implementation of training programmes - monitoring and review of training programmes • Assist in setting goals and standards for all Animal Husbandry and Exhibit standards • Provide technical advice and support to Zoo staff on Animal Husbandry and Exhibits. • Critically evaluate exhibits, animal facilities and activities within each area, record and report findings. | <ul style="list-style-type: none"> • Assist and advise co-workers in a constructive and positive manner. • Mentor new employees and those who require assistance or advice. • Report repeated concerns or issues to Human Resources. • Provide feedback on each team member on a monthly basis to Supervisors and contribute constructively to the Appraisal process. • Proactive production of timely reports to the required standard. • Actively involved in providing positive feedback to assist in the management of the animals and the achievement of our Conservation aims and objectives. • Undertake regular assessments and appraisals of Senior Keepers and oversee the appraisals of all Keeping staff. • Provide input into annual Appraisals and takes responsibility for the performance of the team. |
| <p>Workplace Health and Safety</p> <ul style="list-style-type: none"> • Ensure that the team work consistently in accordance with established safety procedures to ensure animal security, personal safety, | <ul style="list-style-type: none"> • Has a thorough understanding of relevant Policy and Procedures to their role and is working in line with these. |

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| <p>protection of other staff and the public.</p> <ul style="list-style-type: none"> • Identify and report issues of safety and ensure correct records are completed • Assist in occupational health and safety management:- <ul style="list-style-type: none"> - ensure compliance with established health and safety policies and procedures - recognise potential safety hazards and formulate suggestions for corrective measures - implement safety training as required • Show care and consideration for co workers. | <p>Provides feedback and proactive suggestions for change as required.</p> <ul style="list-style-type: none"> • Understands the needs to report risks and incidents and does so promptly, following the required process. • Undertakes corrective action where this is appropriate. • Completion of regular, detailed workplace assessments. • Assessment of workplace practices • Awareness of others and their feelings |
| <p>Other</p> <ul style="list-style-type: none"> • Participate and assist in the development of training and development programmes. • Other duties as required. | <ul style="list-style-type: none"> • Feedback from those trained and standard of training assessed against requirements as established within the 'Standard Operating Procedures' and/or 'Round Manuals'. • Continuous Professional Development. |

| PERSONAL SKILLS | MEASUREMENT CRITERIA |
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| <ul style="list-style-type: none"> • Excellent numeracy and written and able to keep accurate and detailed records. • Excellent verbal communication skills, prepares and delivers accurate and informative presentations as required. • Well developed observational skills and attention to detail. • Ability to arrange personal and team work routines and practices to make optimum use of time and resources. • Basic horticulture and maintenance skills. • Commitment to the Aim and Objectives of the Society. • Involvement in the establishment of team goals and objectives and actively contributes to the achievement of these. • Demonstrate a caring attitude towards animals. • Ability to work consistently to established standards. • Self motivated and shows initiative. | <ul style="list-style-type: none"> • Review of records maintained. • Review of presentations and/ or feedback from customers. • Ability to undertake duties within the required timeframes and standards. • Team feedback and achievements. • Review of exhibits and animals. • Supervisor feedback and Appraisal Process. |

QUALIFICATIONS:

| Essential | Desirable |
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| <ul style="list-style-type: none"> • Successful completion of Year 12, or equivalent. • Certificate III in a recognised and relevant qualification. | <ul style="list-style-type: none"> • Successful completion of Year 12, or equivalent. • Any qualification in an animal related discipline. • Human Resource Management or Supervisory Skills training. • Certificate IV in Training and Assessment. • Willingness to complete Certificate IV in Captive Animals. |

SKILLS:

| Essential | Desirable |
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| <ul style="list-style-type: none"> • Excellent verbal communications in a one to one or group situation. • Presents clearly and confidently to a group in a formal or informal setting. • Able to manage customer expectations. • Proven ability to proactively contribute to team goals and objectives. | <ul style="list-style-type: none"> • First Aid Skills and willingness to maintain a qualification. • Firearms Skills and willingness to maintain a licence. |

EXPERIENCE / KNOWLEDGE:

| Essential | Desirable |
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| <ul style="list-style-type: none"> • Previous proven experience in a practical, animal related role. • Previous proven experience in a customer service environment. • Previous proven management experience. • Knowledge of OHS&W and the ability to apply those principles in the workplace. | <ul style="list-style-type: none"> • Conservation, science or research background. • Previous Keeping Experience. |

I have noted the statement of duties, responsibilities and expectations as detailed in this document and I agree to undertake these duties to the standards expected and uphold the vision, mission, values and strategic objectives of Zoos SA.

Name: _____ Signature: _____ Date: __/__/____

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| Reviewed By: | | Date: | |
| Approved By: | | Date: | |
| Last Updated By: | | Date/Time: | 26 May 2015 |