

## JOB DESCRIPTION

### ANIMAL CARER

Job Title:	Animal Carer
Department:	Animal Department
Location:	Wildheart Animal Sanctuary, Sandown, Isle of Wight
Reports To:	Animal Manager
Supervisory Responsibilities:	Occasional supervision of interns, work experience and volunteers
Functional Relationship:	<ul style="list-style-type: none"> <li>• Management Team</li> <li>• Visitors</li> <li>• Maintenance Department</li> <li>• Horticulture Department</li> <li>• Guest Engagement Team</li> <li>• Supporters, volunteers and donors</li> </ul>

#### General Function of the Position

To contribute to the husbandry, welfare and increased knowledge of the animals in our care with maximum efficiency and best practice to ensure they receive excellence in all aspects.

To inspire and empower people, as per the mission of The Wildheart Trust by providing exemplary experiences to our visitors and educational insights.

#### Organisational Values

The Wildheart Trust has five values that form the core of how employees carry out their work at the Wildheart Animal Sanctuary and across any future organisational developments it may have. The values shape the culture of the organisation and demonstrate what is important within The Wildheart Trust. These values focus on how we do our job and how we conduct ourselves in the workplace, and as a Trust.

<b>Care</b>	We treat every being with respect and compassion and we care about maintaining high standards in all that we do.
<b>Integrity</b>	We are honest, responsible and accountable so that we can be trusted.
<b>Commitment</b>	We work hard to honour our mission and are devoted to the people and animals in our care.

<b>Positivity</b>	We need a special combination of pragmatism, passion and optimism to tackle really tough issues that sometimes seem insurmountable.
<b>Learning</b>	We never stop learning and together we share our knowledge to foster love for the natural world and for animals.

<b>Key Tasks</b>	
<b>1. Animal Management</b>	<ul style="list-style-type: none"> <li>• To carry out evidence led animal husbandry routines and training and enrichment as instructed</li> <li>• Reporting observed welfare, behavioural or veterinary concerns promptly to Animal Manager/Deputy Animal Manager</li> <li>• Undertake and record animal observations as set out in record keeping policy</li> <li>• Participate in animal management operations and veterinary intervention as required and to comply with medical treatment programmes</li> <li>• Prepare and present diets in line with agreed diet sheets</li> <li>• Keep all off show areas, including storage areas to a high standard of hygiene and tidiness</li> </ul>
<b>2. Exhibits</b>	<ul style="list-style-type: none"> <li>• To keep exhibits and surrounding areas maintained to a very high standard of presentation</li> <li>• To report any maintenance or wear and tear to Animal Manager</li> <li>• To assist where instructed with pest control</li> <li>• Assist in department projects as required</li> </ul>
<b>3. Conservation</b>	<ul style="list-style-type: none"> <li>• Ensure you have a good working knowledge of the conservation work undertaken by Education and Conservation Manager and provide advice and expertise when requested on projects supported by The Wildheart Trust.</li> </ul>
<b>4. Animal Experiences</b>	<ul style="list-style-type: none"> <li>• Undertake unique animal experiences with visitors ensuring that they receive a one-in-a-lifetime encounter whilst adhering to sanctuary guidelines ensuring the safety of participants.</li> </ul>
<b>5. Equipment</b>	<ul style="list-style-type: none"> <li>• Animal Carers are expected to use equipment such as radio, tools, scanners, capture and transport equipment. The equipment must be used and stored with due care and attention</li> </ul>
<b>6. Planning</b>	<ul style="list-style-type: none"> <li>• Prepare for and attend regular departmental meetings / undertake agreed actions.</li> <li>• Prepare regular reports for discussion in section or departmental meetings</li> </ul>

<b>7. Human Resources</b>	<ul style="list-style-type: none"> <li>Attend formal and informal training as required. Identify additional training with the supervisor for professional development.</li> </ul>
<b>8. Health and Safety</b>	<ul style="list-style-type: none"> <li>To comply with all health and safety requirements as per the Wildheart Animal Sanctuary Health and Safety Manual.</li> <li>Participate in Code Black drills and be aware of code black protocol</li> </ul>
<b>9. Communications, education and public awareness</b>	<ul style="list-style-type: none"> <li>Participate in education, media and marketing initiatives as required</li> <li>Engage with visitors informally during course of duties</li> <li>Engage with visitors formally through talks and walking safaris promoting The Wildheart Trust's conservation aims and insights into the sanctuaries animal collection.</li> </ul>
<b>10. Compliance and Best Practise</b>	<ul style="list-style-type: none"> <li>Participate in Zoo licence inspections and other audits as required</li> <li>Learn and maintain understanding of departmental and other relevant Sanctuary policies</li> </ul>

<b>Person Specification Details</b>	
<b>Qualifications</b>	Diploma in Management of Zoo and Aquarium Animals (Sparsholt College) or equivalent Full UK Driving License
<b>Experience</b>	2 Years at a Zoological Collection working with a range of species
<b>Skills and Abilities</b>	
<b>Ability to Learn</b>	Shows a willingness to learn and use new processes.
<b>Animal relations</b>	Ability to show kindness, consideration and empathy for animals always looking for ways to improve on their care and welfare and to ensure that set standards are met
<b>Ability to Organise</b>	Has ability to organise work and to keep excellent records
<b>Commitment / Personal Accountability</b>	Is self-motivating and self-managing. Follows through projects to completion. Has a high standard of personal integrity and professionalism.
<b>Interpersonal Relations</b>	Interacts effectively with superiors, peers and subordinates in order to advance the work of the Sanctuary. Interactions are based on respect and an appreciation for people with varying backgrounds and viewpoints.
<b>Presentations</b>	Can effectively prepare and deliver presentations using appropriate technology where required to groups.

<b>Professional / Technical Expertise</b>	Demonstrates a high level of expertise in all phases of the job and forms opinions and conclusions which are technically sound and well founded.
<b>Time Management</b>	Demonstrates personal effectiveness by taking responsibility for getting things done in ways that balance competing needs. Meets deadlines.
<b>Visitor Focused</b>	Strong communication and people skills including a positive, friendly and approachable attitude at all times towards visitors to the sanctuary.
<b>Teamwork</b>	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload.
<b>Living the values</b>	An understanding of the values and behaviour expected by the Wildheart Trust
<b>Charitable outputs</b>	An understanding of how this role supports the delivery of our charitable outputs.