

ANIMAL KEEPER GRADING SYSTEM

TRAINEE ANIMAL KEEPER CRITERIA



Animal Care	<ul style="list-style-type: none"> • Undertaking and completing the Diploma in the Management of Zoo Animals and Aquaria (DMZAA) or equivalent qualification. • Develop a sound knowledge of the natural history of the species in your care, learning the needs of individual animals. • Taking a proactive, hands on approach to the daily animal husbandry requirements of the species in your care; developing a high standard of cleaning and nutrition along with a secure and enriching environment, under the tutelage of a qualified keeper. • Develop a high standard of environmental management: ensuring that housing, outside areas and reserves are maintained in a clean and suitable manner for the species. • Develop a strong understanding of individual animal's environmental needs; and where possible facilitate choice for animals directly in your care. • Develop a sound knowledge of nutrition, including individual dietary requirements and provision of, as outlined in the diet sheets. • Acquire a sound knowledge of physical health at both group and individual level, monitoring and reporting any issues direct to line managers in a prompt manner, and providing accurate information to the veterinarian when on site. Supporting provision of daily progress reports on animals under treatment as required. • Familiarise yourself with and adhere to the preventative health care programmes, including biosecurity and quarantine measures where in place. • At minimum, twice daily observation of the animals, including their behaviours, health, interactions and other aspects of their daily lives: recording and reporting any significant events, abnormalities or concerns using the systems provided as well as promptly communicating them to a qualified keeper or line manager. • Learn how to maintain high-quality records and their importance in facilitating animal care and continuity of care between colleagues via diaries, daily reports and any other agreed record keeping systems. • Develop a strong knowledge of enclosure security in order to prevent escapes, including at least once daily checks of fence line integrity and any associated electric fences, reporting any issues immediately to a qualified keeper or line manager. • Learn the significance of active hygiene in all animal areas and good housekeeping to minimise opportunities for pest intrusion. • Learn how to safely patrol in and around animal areas and develop a good understanding of other guest-animal safety roles required during opening hours. • To undertake any other duties deemed reasonable by your line manager.
Teamwork	<ul style="list-style-type: none"> • Appreciate the importance of your role in the Animal Department, valuing your work and impact. • Ensure you take responsibility and accountability for your actions. • Promoting an environment of inclusivity and compassion for your colleagues. • Engage with section colleagues with an optimistic frame of mind on animal welfare, health, behaviour and other aspects of captive care. • Having a genuine desire to listen to contributions of others in the team, considering difference of opinion, whilst respecting any group decisions made, even if this may differ to your own. • Help and cooperate with others to deliver the needs of the department and wider Company. • Ensure work is completed on time and to a high standard. • Persist with enthusiasm and extra effort as necessary to complete your own task activities successfully. • Demonstrate strong moral, ethical and honest behaviours in your daily role. • Demonstrate excellent teamwork within the section as well as the whole Company, willing to offer assistance on other sections or departments as may be required. • Demonstrate resourcefulness and show initiative in your daily work. • Follow Company policies and procedures, suggesting improvements in a positive manner where opportunities are noted. • Endorse and support the Company's vision, mission and objectives: ensuring you represent the Company in a positive manner. • Cultivate a positive work environment. • Considerate and respectful of others, their views and their beliefs. • Actively engage with the Company's community and culture.

	<ul style="list-style-type: none"> • Promoting and engaging within a safe and respectful work community, exemplifying safe behaviours and habits. • Offer solutions to problems, not concentrate on the problem itself: interacting effectively with qualified keepers and/or line managers to problem solve. • Develop your ability to recognise any limitations you may have and escalate issues to colleagues or line managers where support may be required. • Contribute to the development of your section. • Adhering to your rota and a willingness to be flexible as may be required by your line managers. • Identify areas with your line manager for personal development and how the Company can support you to develop within the organisation.
Public relations	<ul style="list-style-type: none"> • Demonstrate pride and confidence in everything you do. • Care about the guest experience, identifying areas of improvement and communicate these to your colleagues and/or line managers. • Ensure consistency in the guest experience, be they the first or the last guest of the day. • Engage in a warm, welcoming manner when interacting with guests and other staff members, even during challenging situations. • Providing optimal customer care helping guests with any query or issue they encounter in a polite, accurate and authentic manner. • Maintaining high standards across the site, including your own personal appearance. • Recognise situations that need to be escalated in a timely fashion to senior colleagues or the ADM, ensuring customer satisfaction and safety is managed appropriately.
Conservation, research, education	<ul style="list-style-type: none"> • Develop an understanding of the Animal Collection Plan and the roles the species in your care play in the wider Company's operation as well as the professional zoo industry. • Develop a sound knowledge of the conservation projects supported by the Company and ongoing research projects pertinent to the species in your care, actively sharing this knowledge with guests and staff. • Actively contribute and cooperate with any ongoing research projects involving species under your care by collecting samples, and/or providing access to approved researchers. • Actively supporting Learning and Discovery colleagues in the educational and information delivery of the wider Company as directed by qualified keepers/line managers. • Engage with any native species programmes maintained on site, both flora and fauna, either through active contribution or through policy driven habitat management programmes.
Facility & equipment maintenance	<ul style="list-style-type: none"> • Cleaning all areas of your section as well as shared facilities used for animal care purposes daily or as required where this differs on a situational basis. • Actively maintain equipment, vehicles and tools in a clean and tidy manner as per the manufacturer's guidelines and as directed by line managers, in accordance with current Health and Safety legislation. • Ensure that all equipment used is kept in good working order, is well maintained and stored suitably. Where fuel is required this must be appropriate to the equipment being used. • Where using a vehicle ensure all daily checks are completed and the vehicle is safe for use. • Reporting repair works on facility/equipment where needed to your line manager in a timely fashion, in cases where this is a direct risk to animal, staff or guest welfare then this must be reported immediately, and areas made safe.
Health & Safety	<ul style="list-style-type: none"> • Ensure you take responsibility and accountability for your own actions. • Ensure that any Health and Safety concerns are reported immediately to your line managers so as action can be taken. • Ensure that you have a good working knowledge and adhere to the Company's Health and Safety documentation, guidance, processes, policies and related Safe Working Protocols, Risk Assessments and COSHH assessments. • Ensure that you report any procedural failings so changes can be made to ensure the safety of yourself, your colleagues, guests and animals, where applicable.