

# ANIMAL KEEPER GRADING SYSTEM

## GRADE 1 ANIMAL KEEPER CRITERIA



Animal Care	<ul style="list-style-type: none"><li>• demonstrate a sound knowledge of the natural history of the species in your care</li><li>• display a proactive, hands on approach to the daily animal husbandry requirements of the species in your care</li><li>• provide a good level of cleaning, maintaining standards of environmental management</li><li>• demonstrate that all housing, outside areas and reserves are maintained to a clean and suitable standard for the species</li><li>• demonstrate safe working practices</li><li>• maintain high standards of nutrition as outlined in the diet sheets, proposing any changes for approval by AM/DAM</li><li>• maintain good physical animal 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</li><li>• provision of daily progress reports on animals under treatment as required</li><li>• demonstrate a minimum of 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 your line managers</li><li>• ensure accurate and high-quality records are maintained to facilitate animal care and continuity of care between colleagues in diaries, daily reports and any other agreed record keeping systems</li><li>• proactively maintain enclosure security to prevent escapes, including at least once daily checks of fence line integrity and any associated electric fences, reporting any issues immediately to line managers</li><li>• promote active hygiene in all animal areas and good housekeeping to minimise opportunities for pest intrusion</li><li>• patrol animal areas and undertake other visitor-animal safety roles required during opening hours to a good standard</li></ul>
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Teamwork	<ul style="list-style-type: none"><li>• demonstrate a good understanding and appreciation of the importance of your role in the Animal Department, valuing your work and impact</li><li>• take responsibility and accountability for your actions</li><li>• promote an environment of inclusivity and compassion for your colleagues</li><li>• engage with section colleagues with an optimistic frame of mind on animal welfare, health, behaviour and other aspects of captive care</li><li>• display a genuine desire to listen to contributions of others within the team, considering difference of opinion, whilst respecting any group decisions made, even if this may differ to your own</li><li>• ensure work is completed on time and to a good standard.</li><li>• persist with enthusiasm and extra effort as necessary to complete your own task activities successfully</li><li>• demonstrate strong moral, ethical and honest behaviours in your daily role</li><li>• follow Company policies and procedures, suggesting improvements in a positive manner where opportunities are noted</li><li>• endorse and support the Company's vision, mission and objectives: ensuring you represent the Company in a positive manner</li><li>• cultivate a positive work environment</li><li>• display consideration and respect for others, their views and their beliefs</li><li>• promote and engage within a safe and respectful work community, exemplifying safe behaviours and habits</li><li>• develop ability to recognise any limitations you may have and escalate issues to colleagues or line managers where support may be required</li></ul>
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	<ul style="list-style-type: none"> <li>• proactively contribute to the development of your section</li> <li>• adhere to your rota and display a willingness to be flexible as may be required by your line managers</li> <li>• identify areas with your line manager for personal development and how the Company can support you to develop within the organisation</li> <li>• demonstrate a good level of computer literacy</li> <li>• play an active role in animal training</li> </ul>
Public relations	<ul style="list-style-type: none"> <li>• demonstrate pride and confidence in everything you do</li> <li>• take individual responsibility for the guest experience</li> <li>• ensure consistency in the guest experience, be they the first or the last guest of the day</li> <li>• demonstrate a good degree of care about the guest experience, identifying areas of improvement and communicate these to your line managers</li> <li>• display a warm, welcoming manner when interacting with guests and other staff members, even during challenging situations</li> <li>• provide optimal customer care helping guests with any query or issue they encounter in a polite, accurate and authentic manner</li> <li>• maintain high standards across the site, including your own personal appearance.</li> <li>• demonstrate the ability to 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</li> <li>• ability to confidently undertake media work</li> </ul>
Conservation, research, education	<ul style="list-style-type: none"> <li>• display a clear understanding of the role of the modern zoo or safari, both the positive and the potentially negative</li> <li>• actively contribute and cooperate with any ongoing research projects involving species under your care by collecting samples, and/or providing access to approved researchers</li> <li>• engage with any native species programmes maintained on site, both flora and fauna, either through active contribution or through policy driven habitat management programmes</li> </ul>
Facility & equipment maintenance	<ul style="list-style-type: none"> <li>• display a willingness to clean 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</li> <li>• 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</li> <li>• 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</li> <li>• where using a vehicle ensure all daily checks are completed and the vehicle is safe for use</li> <li>• report 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</li> <li>• actively contribute to work-efficiency and cost saving improvements, suggesting ideas to your line manager</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• ensure you take responsibility and accountability for your own actions</li> <li>• ensure that any Health and Safety concerns are reported immediately to your line managers so as action can be taken</li> <li>• 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</li> <li>• ensure that you adhere to the Company's Health and Safety documentation, guidance, processes, policies and related Safe Working Protocols, Risk Assessments and COSHH assessments</li> </ul>