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**Engagement Team Leader**

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| **Job grade** |  **Level 4**  | **Reports to** | **Visitor Engagement/Activities Manager** |
| **Directorate** | **Zoos and Engagement**  | **Function** | **Visitor Programmes**  |
| **Contract**  | **Permanent** | **Location** | **Whipsnade Zoo** |

**Responsibility for resources**

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| **Direct line reports** | **Day to day responsibility of visitor engagement experience. Day to day oversight of Engagement Officers, Seasonal Engagement Officers, Visitor Facing Volunteers** | **Responsibility for other resources** | **Responsible for appropriate use and maintenance of equipment, props and biofacts.** **To comply with and promote health and safety and animal welfare policies and procedures.**  |
| **Financial resources** | **n/a** |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

The purpose of this role is to ensure we offer an experience that reflects our ambitious ZSL 200 strategy, strengthening safeguards for nature by inspiring people to be wildlife advocates. This role is key to us achieving our ambition and ensuring that our visitor experience is unique and memorable.

As Team leader, you have the day-to-day autonomy for the live visitor engagement experience, from point of welcome through to goodbye. Under the guidance of the Visitor Engagement Manager, you will input into the planning and delivery of the daily talk programme, experiences and seasonal events, to communicate ZSL’s vision and support meeting its commercial targets.

This role will manage the day-to-day staffing needs of the Engagement Team. You will directly manage their assigned Engagement Officers, temporary staff and Visitor Welcome Volunteers. They will ensure that staff and volunteers adhere to protocols and procedures.

**Key responsibilities**

* Act as a visual senior presence around site throughout the day engaging with visitors, staff, and volunteers, delivering talks and experiences alongside your team as necessary on rota.
* Line manages a team of Engagement Officers, temporary Visitor Welcome Volunteers in the delivery of a full, fun, accessible and inspiring programme of visitor engagement activities and animal experiences.
* Oversee all recruitment, training, delivery and development for both the engagement team and Visitor Welcome Volunteers.
* Allocate rotas, manage workload, complete pay and timesheets, manage sickness absence and Performance Development Reviews.
* Assist the Visitor Engagement/Activities Manager in conducting PDRs and inductions.
* Have creative input into commercial and seasonal event activity and the running of key experiences.
* Develop talk and demonstration scripts and engagement tools, ensuring all relevant information being given to visitors is correct, up to date and fitting with ZSL’s mission.
* Provide ongoing written evaluation of engagement activity to provide records of achievements, KPI monitoring and audience figures.
* To comply with and promote health and safety policies and procedure and to undertake recommended Health and Safety training as and when necessary, mentoring staff to ensure safe systems of work through formal procedures, regular training, and risk assessments.
* To be committed to professional self-development, through participation by in-service training.
* To ensure that the policy for equality and diversity is adhered to and promoted in all aspects of the post holder’s work.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

**Values and behaviours for people management**

* **Collaborative:** creates an engaging environment where people feel comfortable asking for help or support.
* **Ethical:** creates a culture which ensures everyone is treated fairly with dignity and respect.
* **Impactful:** delivers results on time and to the agreed standards.
* **Inclusive:** makes decisions that promote transparency and inclusion.
* **Innovative:** is forward thinking and able to see the broader picture when planning and organising work.
* **Inspiring:** has self-awareness and seeks feedback to better understand own style, approach, and impact on team/staff motivation.

**Person Specification**

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| Experience  |

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| Essential | * Demonstrable experience of presenting regularly to large groups
* Experience of daily management of teams of staff and volunteers
* Experience working with children or young people in either a formal or informal environment is essential
* Experience in delivering excellent customer service
* Performance or biological science qualification or qualification/work experience in a relevant field.
* Experience in communicating science and conservation topics to a wide variety of audiences.
* Experience in developing innovative activities for an informal education setting.
* Experience working in a fast-paced visitor attraction or customer service role.
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| Knowledge and skills |

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| Essential | * Knowledge and understanding of engagement techniques for creating high quality interactions for different audience types.
* Excellent people and communication skills, enabling strong relationships.
* A keen interest in zoos, conservation, and the environment.
* An understanding on how to manage workloads and prioritise tasks
* Advanced skills in using MS office packages, specifically Teams, Outlook, Excel, and PowerPoint and word.
* Excellent written communication skills.
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| Desirable | * Understanding of safeguarding and health and safety.
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| Additional requirements |

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| Essential | * Excellent interpersonal, communication and influencing skills
* Confidently able to train, motivate and engage a team (including volunteers)
* Experience in delivering excellent customer service and engagement through skills development in others
* Experience in managing the life cycle of a team member and volunteer to include recruitment, appraisals and performance management including holding difficult conversations
* Proven ability in managing customer feedback and dealing with complaints
* Be able to demonstrate a high level of planning, prioritising and control, and ability to establish a systematic course of action to achieve objectives effectively and efficiently.
* This post will require occasional early morning and evening work.
* This position is part of a team rota and is required to work one weekend day a week. You will also be required to work public holidays on a rota basis.
* Strong commitment to creating a culture that lives ZSL values collaborative, inspiring, inclusive, innovative, impactful, and ethical.
* Commitment to promoting equality and diversity.
* To comply with and promote health and safety policies and procedures.
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| Desirable  | * Full clean driving licence
* A DBS check is required for aspects of this role
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