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**Community Engagement Officer (Zoos)**

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| **Job Level** | 3 | **Reports to** | Community Engagement Programme Lead |
| **Directorate** | Zoos & Engagement | **Function** | Community |
| **Contract** | Fixed Term | **Location** | Whipsnade Zoo |

**Responsibility for resources**

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| **Direct line reports** | **N/A** | **Responsibility for other resources** | **N/A** |
| **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 Community Officers at ZSL Whipsnade Zoo will play a key role in supporting ZSL’s purpose to inspire, inform and empower people to stop wild animals from going extinct.

The postholder will achieve this through supporting the organisation and delivery of a wide range of activities within our community programmes. The core work can be split into two key areas: delivery (approx. 70%) & coordination (approx. 30%).

**Key responsibilities**

* + Supporting and delivering activities to ensure that community groups have positive learning experiences during their trip to the Zoo. This includes, but is not limited to:
  + Delivery of workshops community groups
  + Assist in the planning, administration and organisation of community activities
  + Assist with coordination of our community volunteers and supported volunteer scheme
  + Delivery and coordination of advisory groups
  + Preparation & delivery of activities during special events
  + Support development & delivery of accredited courses
  + Support delivery of accessibility and inclusion training
* Administration to include:
  + Enquiries
  + Communication with internal & external stakeholders/customers
  + Creating rotas & schedules
  + Overseeing bookings system

***Other duties may include:***

* Supporting the continued evaluation of the community programmes by assisting in the collection of data
* Maintaining & preparation of department spaces and resources e.g. updating/repairing/replacing resources
* Work to improve the zoo visit experience for community groups & general visitors

***Building relationships***

* The postholder will be expected to build positive relationships with community partners prior to & during their zoo visit.
* The postholder will be expected to establish positive relationship with community to achieve effective external advisory groups.
* The postholder will be expected to engage with, and support volunteers as required.
* The postholder will be expected to support and work collaboratively with the rest of the ZSL team to share information and support project work where required.
* The postholder will be expected to build positive relationships across ZSL to enable sharing of information and ensuring community groups have a positive, enjoyable experience on site

*NB: This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive list of tasks and can be varied in consultation with the post holder to reflect changes in the job or the organisation.*

**Person Specification**

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| Experience |

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| Essential | * Experience delivering programmes in either a formal or informal environment. * Experience working with people of a variety of backgrounds, ages and abilities. |
| Desirable | * Experience in delivering presentations/talks/events to a range of different audiences would be beneficial. |

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| Knowledge and skills |

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| Essential | * Confident to proactively engage with a variety of audiences effectively. * Able to ascertain the needs of their audience and adapt their delivery of a programme accordingly. |
| Desirable | * Knowledge of current environmental issues and sustainable actions that can be promoted to mitigate environmental impact. * An understanding of the role that zoos, and other informal learning environments, can play in engaging the public in environmental issues. * Advanced skills in using MS office packages, specifically Excel and PowerPoint or equivalent software packages will be acceptable. * Able to demonstrate high accuracy and attention to detail with reference to written communications, whether in the form of documentation or call logging. |

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| Additional requirements |

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| Essential | * This post will require extensive outside working with direct exposure to the weather. * This post requires occasional work during evenings and monthly basis for weekends. * Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical). * As the post involves working with children and vulnerable adults a DBS check will be required * To comply with and promote Health and Safety policies and procedures. |