###

**Job title**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job grade** | **Organisational Support Level 1**  | **Reports to** | **Operations Manager** |
| **Directorate** | **Conservation Zoos** | **Function** | **Site Operations** |
| **Contract**  | **Fixed Term Contract**  | **Location** | **Whipsnade** |

**Responsibility for resources**

|  |  |  |  |
| --- | --- | --- | --- |
| **Direct line reports** | **None** | **Responsibility for other resources** |  |
| **Financial resources** | **None** |

**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**

To provide first aid support and assistance for visitors and staff at Whipsnade Zoo, responding to first aid incidents efficiently and professionally, whilst remaining calm in difficult situations, instilling confidence in other employees and visitors.  Assist in the administrative side of first aid, which will include completing an incident report form for every incident and assisting with collating information for investigations where required.

**Key responsibilities**

* Administering first aid and responding to all first aid incidents across the site including assisting in any emergency situations
* To liaise with emergency services, duty managers and security department as required
* To maintain high standards of hygiene within the First Aid Post
* To ensure that the equipment held in the First Aid Post is clean and in good working order
* To keep informed and up to date of ZSL’s relevant policies and procedures.
* Report all first aid incidents/near misses on site
* Support H&S with reporting any safety concerns across site.
* Report any faults or damage of property to the Facilities team.
* Be part of our friendly zoo operations team interacting with members and paying visitors that you encounter.
* Supporting the zoo operational teams with events and commercial activity as required
* To maintain exemplar standards of customer service towards all staff and visitors
* Undertake any additional duties as required

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.

**Person Specification**

|  |
| --- |
| Experience |

|  |  |
| --- | --- |
| Essential | * Proven experience in delivering first aid to the public preferably in a visitor attraction setting.
* Excellent communication skills
* Proven experience in undertaking reporting of First Aid incidents
 |
| Desirable  | * Additional First Aid qualifications e.g. First responder training, paediatric First Aid
* Qualification to enable training of First Aid
 |

|  |
| --- |
| Knowledge and skills |

|  |  |
| --- | --- |
| Essential | * Must hold a valid First Aid at work certificate from a recognised awarding body
* Must hold a valid UK Driving Licence
* The successful candidate must be able to demonstrate proven experience of working in similar role independently without direct supervision.
* In dealing with visitors and staff at all levels, the job holder needs to maintain confidentiality at all times and demonstrate excellent interpersonal skills
* Must be literate, articulate and be able to communicate effectively in English
* Ability to liaise with a wide variety of internal and external stakeholders
* Must be able to work under pressure and triage accordingly
 |
| Desirable | * Further advanced First Aid qualifications
 |

|  |
| --- |
| Additional requirements |

|  |  |
| --- | --- |
| Essential | * This post will require extensive outside working with direct exposure to the weather
* This post requires occasional work during evenings and/or and weekends
* This position is part of a team rota and is required to work 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)
* To comply with and promote Health and Safety policies and procedures
 |