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**Section Manager**

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| **Job grade** | **level 5** | **Reports to** | **Animal Operations Manager** |
| **Directorate** | **Zoos and Engagement** | **Function** | **Animal Department** |
| **Contract**  | **Permanent** | **Location** | **Regent’s Park / Whipsnade** |

**Responsibility for resources**

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| **Direct line reports** | **Between 3-8** | **Responsibility for other resources** | **Animal welfare** |
| **Financial resources** | **Oversee budget of up to 50k, depending on section resources.** |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity driven by science that works to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives, and every role and 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**

This role will enable ZSL to achieve its vision, purpose, and priorities by leading the animal section and ensuring the animals are cared for at the highest standards. The candidate will directly manage the Team Leaders and Section Leads. The candidate will also support the Zoological Teams in ensuring the animal department's compliant operational function in accordance with associated legislation.

**Key responsibilities**

* Management of the associated taxonomic groups housed at the zoo, including the delivery of their breeding plans, animal moves, habitats, and commercial and engagement activities.
* Responsible for managing all aspects of care, behavioural management, husbandry, and welfare of the animals within their section. Setting the standards and protocols for husbandry, welfare, and safe working practices
* Maintain the highest standards of animal care and animal management, reporting and advising on the health and welfare of the animals within the respective section
* Manage the people resources, proactively planning future workforce requirements and ensuring staff have regular PDRs and training.
* Ensure the health and safety of visitors, volunteers, and the welfare of animals in enhanced animal contact situations, including walkthrough exhibits and animal encounters, by setting standards and protocols.
* Provide expert advice on the interface with visitors to ensure ZSL delivers an exceptional visitor experience underpinned by exemplary customer service
* In collaboration with the curatorial team, promote and ensure representation of ZSL in industry-wide Working groups, Committees and Programmes
* Promote and increase awareness of ZSL’s work, supporting commercial and fundraising activities
* Manage the section budget when required
* Oversee the team’s record-keeping and regular use of the Zoological Information Management System (ZIMS)
* Act as the designated Animal Duty Manager when rostered
* 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 in line with the role's level.

**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 understand better own style, approach, and impact on team/staff motivation

**Person Specification**

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| Experience |

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| Essential | * Extensive experience of working with a variety of species within a Zoo environment
* Experience in developing new projects, including enclosures and exhibits, which are delivered to a high standard for both animals and visitors
* Experience in people management in an operational setting, with an emphasis on mentorship, development, recruitment planning, day-to-day management, performance management and staff scheduling
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| Desirable  | * Educated to degree level in relevant biological or zoological or related subject area, or equivalent qualification, or demonstrate such a level of equivalent qualifications and experience through relevant practical work experience.
* Animal duty manager requirements
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| Knowledge and skills |

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| Essential | * Advanced understanding of animal behaviour management
* Professional knowledge of the taxa in the care of the Section, including natural history, wild biology, best practice management and current conservation threats and recovery status.
* An understanding of the importance of population management and how that affects their specific taxa, including the value of genetic diversity and the consequences of hybridisation and inbreeding.
* Good working knowledge of health and safety implementation, policies and procedures.
* Innovation skills and ability to put new ideas into practice.
* Demonstrate the ability to represent ZSL, engage and enhance the visitor experience with a range of audiences in a zoo environment, including public talks, tours and educational programmes where required.
* Confident and articulate communicator and experience in representing an organisation to a variety of stakeholders.
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| Desirable |  |

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| Additional requirements |

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| Essential | * This post will require extensive outside work with direct exposure to the weather and animals.
* Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical).
* This role has significant physical demands and involves extended standing, walking, lifting, carrying, reaching, pushing, pulling, etc.
* The ZSL Zoos operate seven days a week and require an average of 37.5 hours per week on a rota (which includes weekends and bank holidays).
* Staff contracted in this role at our Whipsnade Zoo site require a full manual driving license.
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