

JOB DESCRIPTION

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| Position: | Livestock Manager |
| Department: | LIVESTOCK |
| Responsible To: | Operations Director or in their absence the Directors |
| Position Type: | PERMANENT |



Ref: LST_LM1019

What We're Looking For

This is a unique opportunity for an experienced manager to come and help us care for our extensive collection of birds and animals at this popular Theme Park and Home of Peppa Pig World. Located on the edge of the New Forest and welcoming over one million guests annually Paultons is still a private family owned and run company.

Reporting directly to the Operations Director, the Livestock Manager will be responsible for all aspects of the management of the Park's Livestock Department. Managing a team of dedicated, skilled keepers and volunteers to ensure the highest standards of wellbeing including the health and presentation of all stock and exhibits on the park. This is a practical "hands on" role and the Manager will be required to work as part of the team as needed to ensure the efficient and safe operation of the department at all times.

Innovation, motivation, efficiency and an inspirational leader are all skills we are looking for in this role. Paultons is the fastest growing theme park in the UK over the last 10 years – do you have what it takes to ensure we continue to achieve this?

What You'll Need

Essential:

- ✓ Extensive experience in the care and handling of exotic birds and animals
- ✓ Experience of working with a wide variety of small mammals, reptiles and aquatics
- ✓ Confidently handle and restrain a range of species in a way to minimize stress and risk of injury to all involved. Risk assessing each situation and guiding inexperienced staff on how to do this safely and correctly.
- ✓ Experience of liaising with veterinary personnel and administering veterinary drugs and wormers
- ✓ Full clean driving licence
- ✓ Proven staff management skills
- ✓ Excellent relationship management capability and the ability to engage and influence at all levels
- ✓ Be well organized, self-motivated and with good interpersonal skills.
- ✓ Competent user of Microsoft Office products especially Word and Excel
- ✓ Able to communicate clearly and persuasively both orally and in writing
- ✓ Extremely well organised, and adaptable to effectively manage the varied duties covered in the role
- ✓ Ability to decide on a course of action ensuring it is deliverable and the resources are available to implement the action. Schedule the program of work required to achieve the defined result.
- ✓ Ability to work in a fast paced and sometimes pressurised environment
- ✓ Whilst Paultons Park is an equal opportunities employer, the successful applicant will need to be physically fit due to the nature and demands of the role.
- ✓ Experience of working in a similar visitor environment. (Zoo/ Wildlife Park/ Theme Park)
- ✓ Experience of creating and delivering new projects including but not limited to enclosures and habitats, delivered to the highest possible standards for all livestock and guest experience.

Desirable:

- ✓ Relevant livestock husbandry based qualification would be beneficial but not essential
- ✓ Training/qualification/ experience relating to vermin control.
- ✓ Experience of Risk Assessments and COSHH, a health and safety qualification IOSH/ NEBOSH would be beneficial but not essential

What You'll be Doing

STAFF MANAGEMENT

- Ensure the correct number of trained and competent staff are onsite daily to meet the husbandry and welfare needs of all birds and animals on site
- All necessary training to be carried out and recorded
- Work alongside and organise the work schedule for the Livestock Department allocating staff as necessary to tasks ensuring an acceptable level of productivity by team members
- It is the responsibility of the Livestock Manager working closely with the Assistant Livestock Manager to ensure all new members of staff receive the correct Company induction and appropriate training within the department. Ensure all training is documented. Liaise with the HR team to ensure that correct procedures and training material are in place and adequate. Ensure staff training records are up to date and reviewed on a minimum six monthly basis.
- Liaise with the Compliance & Training Officer/ Head of HR when considering any training requests received.
- Ensure that the necessary number of staff are trained to carry out penguin talks as required.
- Carry out appraisals with Livestock Staff.
- Have proactive approach to dealing with Staff, working closely with the HR department when required
- Have a firm but fair approach, with a passion to invest and improve all team members in the department
- Be prepared to undertake any training and other courses as required.
- Work closely with other departments to the benefit of the Park, a strong working relationship with Education, Entertainments and Marketing is important.

LIVESTOCK MANAGEMENT

- The health and welfare of all livestock at the Park must be your top priority. Ensure that a regular check is kept on the health of the stock and that the staff use ZIMS and their record cards to keep detailed and up to date animal records at all times
- Pro-actively manage DEFRA licensing, APHA, EHO, and Zoo licensing standards.
- Provide assistance to keepers in the administration of medicines and wormers, keeping medical records up to date
- Ensure dietary requirements to all livestock is always met to ensure welfare of the stock
- Ensure all enclosures are always in a clean and presentable condition for the benefit of both the stock and guests
- If any birds or stock are thought to be unwell or in distress you will be required to liaise and work with Park's veterinary surgeon.
- To ensure the Livestock kitchens around site are kept fully supplied and clean at all times
- Work closely with other collections and bodies to create good relationships for the sourcing and moving on of stock
- Work with bodies such as BIAZA , EAZA and BALPPA as required or necessary
- Maintain the aviaries, enclosures and paddocks throughout the Park to a high standard ensuring that these areas are presentable and interesting to our guests.
- Assist in the artificial rearing of birds and animals including late night and early morning feeding. This may require young stock being taken off the premises at the end of the working day.
- Become involved in new Livestock projects to ensure the best possible experience to the stock and guests

HEALTH & SAFETY

Responsible for all aspects of health and safety as follows:

- Ensure the highest standards of Health and Safety are always met throughout the whole department. Installing a “safety first” culture across all team members when carrying out their duties.
- Liaise with the Central Services Manager to ensure all departmental Risk Assessments and COSHH is up to date and relevant
- A policy of co-operation between all departments at the Park exists and, if requested, it is expected that any assistance possible is offered to aid the smooth running of the Company. In the same way assistance would be forthcoming to the Livestock Department should it be requested by you or your team.
- Investigate areas of concern regarding vermin control throughout the Park grounds and buildings. Be responsible for eradicating vermin by means of baiting and trapping as necessary.

OTHER

- Ensure all interpretation signage is appropriate and up to date on all displays
- Liaise with other departments to keep digital messaging on the Park’s website, apps and printed media is up to date and relevant
- Work with other departments and team members to develop VIP and secondary spend opportunities
- To actively promote and improve our conservation and charity work at every suitable opportunity
- To actively promote and improve our educational messaging at every suitable opportunity
- Be prepared to undertake any other duties as required from time to time to assist with the smooth running of the department

When You’ll Be Doing It

- ✓ The Livestock Manager is expected to be available as necessary to ensure that the welfare and presentation of the livestock/bird collection to Park guests is maintained to the highest standards at all times. It is a requirement that either the Manager, Assistant Manager or Senior Keeper is to be on duty on any one day.
- ✓ No set hours are laid down for this position but in general terms a five day working week will be required including bank holidays and weekend days on a rota basis. A start time of 7.30 am is required to enable the organization of staff and an early inspection of all birds and animals to take place and generally a finishing time of 5.00/6.30 pm will be required depending on the time of year.

What You’ll Get

- ✓ 33 days paid holiday (including bank holidays)
- ✓ Branded Uniform (varies by job role/ department). In addition any items you wear should be smart and appropriate. It is your responsibility to keep all items clean, laundered and presentable at all times.
- ✓ Company health care scheme
- ✓ Permanent Health Insurance
- ✓ Personal pension
- ✓ Group Life Assurance Cover
- ✓ Complimentary staff tickets
- ✓ Discounted Christmas Attraction tickets
- ✓ Discounted season tickets
- ✓ Staff Discount
- ✓ Free Parking
- ✓ Subsidised food

✓ Free drinks