

# Job & Person Specification

## Job Title

Animal Welfare and Research Manager

## Primary Location

Adelaide

## Division/Department

Life Sciences – Adelaide Zoo

## Uniform

Required

## Classification

Employee Level 9

## Remuneration

Commences Band C Level 5 to Band D Level 4, dependent upon qualifications, skills and experience.

## Special Conditions

As per RZSSA Collective Agreement, plus;

- May be required to work at any Zoos SA location.
- Required to work a 5 day roster
- Required to obtain and provide a National Police Certificate
- Requested to obtain and maintain recommended Immunisations
- Required to retain relevant licenses, qualifications and/or accreditations
- A 6 month minimum employment period applies to all positions.
- Duties are performed under routine supervision, moving to general direction with experience.
- May be required to work evenings, weekends or public holidays, for which overtime or time off in lieu will be available as negotiated.

## Summary of Role

Under direction from the Director Adelaide Zoo, the Animal Welfare and Research Manager will be directly responsible for developing strategic approaches to animal welfare, conducting welfare assessments and providing sound technical advice and support to guide the principles of continuous improvement in animal care. The role also manages research processes and project databases across the organization; and supports Life Sciences management teams to achieve and maintain accreditation, and to update and maintain Life Sciences audit tools, policies and procedures.

## Career Progression (dependent upon experience, qualification and performance)

Progression will be in line with Key Performance Indicator's established in the Performance Development Plan.

## Zoos SA Core Values

**Passion:** We inspire and influence by bringing pride, care and commitment to our work.

**Innovation:** We seek creative ways to achieve goals and turn ideas into reality by promoting a culture of learning and improving.

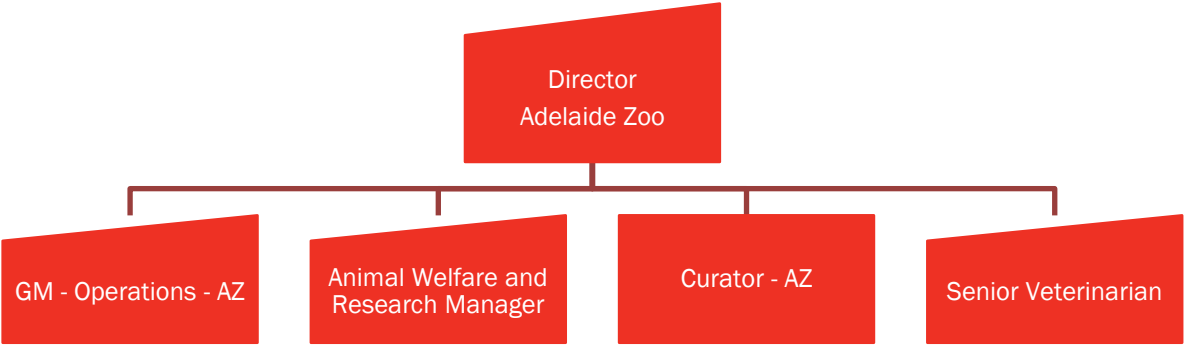
**Respect:** We respect individual's values and encourage a culture of collaboration, diversity, listening and trust.

**Engagement:** We create experiences and connections that make a positive difference.

**Effectiveness:** We focus on clearly defined shared goals and support people to achieve them.



# Reporting Lines





## Skills and Measurement Criteria

### Welfare Management:

- Lead and manage delivery of ZSA's annual Animal Welfare Survey, including analysis and reporting.
- Welfare work plan development and quarterly tracking and reporting.
- Lead and manage the Animal-Visitor Interaction assessment and reporting process.
- Provide technical support and advice to teams on welfare related issues or improvements.
- Create and adapt practical tools, in consultation with Life Science teams, that staff can use to assess animal welfare (including activity cycles and climate/temperature tools) and to measure outcomes of animal welfare interventions.
- Review and update for approval policy and procedures relating to Animal Welfare to ensure currency and alignment with other key ZSA policy/procedures.
- Lead and co-ordinate the animal welfare research program that supports evidence-based management.
- Facilitate animal welfare-based research projects and animal welfare interventions across ZSA, including supervision of students as necessary.
- Develop and deliver staff training relevant to animal welfare as needed to build ZSA's capabilities.
- Establish and maintain networks and collaborative relationships with other institutions, professional groups and individuals that contribute to delivery of organisation's welfare activities.
- Use relevant and up-to-date knowledge, internal and external policies and legislation (including Australian Standards, Animal Welfare Acts, husbandry guidelines) to guide welfare programs and assessments.
- Champion ZSA's approach to animal welfare, including at workshops, conferences and other events, building ZSA's reputation as a world leader in positive animal welfare.
- AWEC meeting management, document compilation and minute taking.
- Complete routine administrative and reporting tasks and prepare other documents as required (e.g. Board paper, 5YBP updates).

### Measurement Criteria

- In line with Key Performance Indicator's established in the Performance Development Plan.

### Research:

- Manage research approval process to ensure projects are assessed by the RAC and Director; and to ensure research activities align with ZSA standards and goals.
- Communicate with stakeholders to gather required information, ensure relevant agreements and ethics approvals are in place.
- Keep the research database up to date and follow up with internal and external researchers when required.
- Manage applied conservation research on collection animals (ex-situ) where required to further conservation program goals (e.g. husbandry, behaviour data collection etc).
- Support team to apply for ethics approvals and permits where relevant.
- Maintain an up-to-date publications database.

### Measurement Criteria

- In line with Key Performance Indicator's established in the Performance Development Plan.

### Administration:



- Undertake routine clerical and administrative tasks and maintain all required records to an acceptable standard.
- Enter daily animal records data as required within ZIMS.
- Ensure you are aware of relevant Standard Operating Procedures (SOPs) Policy and Procedure and the Collective Agreement.
- Develop and maintain an awareness of the Organisational Strategic Plan, including Aspiration, Purpose, Values and Goals.
- Answer general enquiries from staff, volunteers and the general public.
- Photocopying, filing, data entry and word processing as required.
- Attend and provide secretarial services and support for various meetings, including the preparation of relevant documents, agendas and correspondence, and the taking of minutes as required.
- Assist with required projects independently or in cooperation with other groups as directed by management.
- Research and analyse information, processes, practices and protocols and make recommendations based on relevant evidence to guide optimal decision making and project direction.
- Contribute to the development of project plans under the guidance of management by monitoring, tracking and reporting on status of project deliverables and making recommendations as required.
- Assist in the review of policies and procedures under guidance from management and suggest improvements for issues that may arise.
- Collate and prepare research, information and assessments for auditing purposes and the review of policies and procedures.

#### **Measurement Criteria**

- In line with Key Performance Indicator's established in the Performance Development Plan.

### **Education, Media & Public Relations**

- Interact informally with the public on an ad hoc basis providing directions and information on Zoo activities, exhibits, facilities and animals.
- Highlight any potential media stories to line manager.
- Assist with public relations activities as required.

#### **Measurement Criteria**

- In line with Key Performance Indicator's established in the Performance Development Plan.

### **People Management**

- Assist with providing guidance to Zoo staff, volunteers and work experience students and being a point of contact for the Life Sciences Teams.

#### **Measurement Criteria**

- In line with Key Performance Indicator's established in the Performance Development Plan.

### **Workplace Health & Safety**

- Work consistently in accordance with established safety procedures to ensure animal security, personal safety, protection of coworkers and the public.
- Identify and report issues of safety to People & Performance and complete appropriate reports.
- Show care and consideration for coworkers.
- Undertake emergency procedures as required.

#### **Measurement Criteria**

- In line with Key Performance Indicator's established in the Performance Development Plan.



## Other Duties

- Assist with International transfer of animals for AZ & MSP, including ensuring permitting and quarantine requirements are met in consultation with the AHD.
- Zoos SA Species Coordinator and involvement with regional species management programs and committees as relevant.
- Provide guidance and mentorship for staff in the management of studbooks at Adelaide Zoo & Monarto Safari Park.
- Support of Conservation Team where relevant.
- Maintain ZSA's entry in the ZSL International Zoo Yearbook.
- Data entry of new items into the ZIMS Enrichment library.
- Participate in training and development programs identified.
- This job description is not an exhaustive list of duties and will include other duties as required within the Employees qualifications and skills base.



## Person Skills: Essential & Desirable

### Qualifications

#### Essential

- Postgraduate qualifications (or progress towards) in Animal Welfare Science, Biological Sciences or related field.
- Tertiary qualifications in Animal Welfare Science, Biological Sciences or related field.

#### Desirable

- Customer Service training.
- WHS committee training or willingness to undertake.
- Provide First Aid certificate or willingness to obtain.
- Certificate 3 in Captive Animals.

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### Skills

#### Essential

- Contemporary understanding of applied animal welfare science.
- Well-developed conceptual and analytical skills pertaining to animal welfare and captive animal management.
- Highly developed interpersonal and communication skills, with proven ability to maintain effective internal/external working relationships, and develop networks and partnerships.
- Proficient in using a computer, including word-processing, databases and Microsoft Office software (e.g. Word and Excel), as well as relevant statistical analysis software
- Ability to
  - arrange personal and team work routines and practices to make optimum use of time and resources.
  - keep accurate and detailed records.
  - contribute ideas constructively in a team environment.
  - work consistently to established standards.
  - work in extremely busy situations.
  - handle difficult and sensitive situations.
  - work within a small team.
  - work with limited supervision.
  - work with a wide range of people and levels of staff in a mature professional manner
  - work across multiple projects maintaining effective and responsive communications and supports.
- Strong customer service and liaison skills including high level written and verbal communication with the ability to work effectively and closely with a diverse range of people in a team environment.
- Well-developed observational skills and attention to detail.
- Excellent organisational skills with the ability to prioritise work tasks and deal with competing priorities, including the ability to meet tight deadlines.
- Awareness of the team goals and objectives and actively contributes to the achievement of these.

#### Desirable

- First Aid Skills and willingness to maintain a qualification.
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## Experience/Knowledge

### Essential

- Demonstrated experience in identifying and improving animal welfare risks in an applied setting.
- Demonstrated experience developing strategies to advance animal welfare in an organisation or facility.
- Proven ability to influence people and organisations in driving change in animal welfare.
- Demonstrated expertise in translating scientific principles of animal welfare to practical applications.
- Demonstrate an understanding of the principles of customer service and ability to apply them.
- Excellent computer based system skills and proven ability to work with a variety of software packages, including Microsoft Office.
- Knowledge of and commitment to the principles of Workplace Health and Safety.
- Experience in the development, documentation and implementation of policies, procedures and guidelines

### Desirable

- Familiar with ZIMS or prepared to learn.
- Experience in formulating, undertaking and analyzing animal activity budgets.

## Personal Qualities

### Essential

- Welcome new challenges and persist in raising and working through difficult issues.
- Be flexible and adaptable and respond quickly when situations change.
- Accept criticism of own ideas and respond in a thoughtful and considered way.
- Stay calm and focused in the face of challenging situations.
- Be open to new ideas and approaches
- Represent the organization in an honest, ethical and professional way.
- Show commitment to achieving work goals and completing effectively.
- Show awareness of own strengths and areas for growth; develop and apply these skills.
- Actively seek, reflect and act on feedback on own performance
- Demonstrate and maintain a high level of self-motivation
- Create and drive a culture where all staff value the diversity of people, experiences and backgrounds.



## Signoff

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### Occupant

I have noted the statement of duties, responsibilities and expectations as detailed in this document and I agree to undertake these duties to the standards expected and uphold the vision, mission, values and strategic objectives of Zoos SA.

Occupant Name: \_\_\_\_\_

Occupant Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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### Manager

I hereby agree that I have reviewed the statement of duties, responsibilities and expectations as detailed in this document as a true reflection for this position.

Manager Name: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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### People & Performance

I hereby agree that I have reviewed the statement of duties, responsibilities and expectations, including the classification and remuneration range, as detailed in this document and confirm the format is correct.

People & Performance Name: \_\_\_\_\_

People & Performance Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_