



Role Description	
Position Title: Intern Keeper Assistant	Type: 3 - 5 day per week
Reports to: Section Leaders	Hours: 08:00 – 17:00 BST. Includes weekend and bank holiday work. Flexibility in hours is necessary in this post due to the nature of the job.
Role description prepared: March 2025	Reviewed: March 2025

Position Overview

The role of intern Keeper is an integral part of the zookeeping team, responsible for ensuring the smooth day-to-day operations within the zoo department. As an intern Keeper, you will be involved in both front and back-of-house activities, including organising deliveries, managing feed supplies, and maintaining accurate records. Your primary focus will be on upholding the highest standards of animal welfare and visitor satisfaction. Additionally, you will play a crucial role in implementing biosecurity measures to ensure the safety of our visitors, staff, and our unique animal collection.

In this role, you will have the opportunity to work independently and collaborate closely with a team of dedicated professionals. Strong time management, preparation skills, and a positive team spirit are essential. You will be required to wear the full uniform and present yourself professionally at all times.

Responsibilities

- Provide support to the entire zoo department by performing daily routine tasks as outlined by your training program and Senior Management.
- Maintain excellent organisational skills for deliveries, stock rotation, and record keeping.
- Demonstrate strong time management and communication skills.
- Display self-motivation to work independently, while also embracing teamwork.
- Adapt quickly and learn effectively on-the-job.
- Assist zoo keepers to ensure the animal enclosures are maintained to the highest standards, including overall presentation, appearance, and cleanliness.
- Prioritise the safety of our visitors, staff, and animals by strictly following health and safety protocols.
- Uphold security and biosecurity measures at all times.
- Regularly communicate with Zoo Keepers and Senior Management to stay informed about section achievements and address any issues.
- Maintain a positive and approachable attitude, demonstrating a strong work ethic.
- Be flexible and adaptable to accommodate a dynamic work schedule.
- Maintain physical fitness to meet the demands of the role.
- Ensure compliance with all zoo policies and procedures.
- Embody and promote the company's values and vision across the department.

Animal Welfare and Husbandry

- Monitor the daily health and welfare of the animals under your care and provide timely feedback to Section Leaders and senior zoo staff.
- Research, develop, and implement enrichment opportunities that align with the natural behaviour of the animals, fostering their mental wellbeing and cognitive abilities.
- Ensure optimal nutrition is provided to support the animals and thrive in the park.
- Maintain impeccable standards for all animal enclosures, including presentation, appearance, and cleanliness.
- Keep the zoo kitchen and store areas meticulously organised and clean.
- Maintain comprehensive security measures at all times.

Zoo Administration

- Maintain accurate records of animals and departmental activities.
- Demonstrate a basic understanding of department-specific working practices, guidelines, ethics, and animal welfare policies.
- Stay up to date with animal emergency procedures (AEPs) and actively participate in required training sessions.
- Ensure animal signage is current, informative, and well-presented.

Personal

- Contribute to media, and marketing initiatives aimed at promoting public understanding of animals and raise our online presence.
- Be a positive and supportive team member, avoiding negativity and promoting constructive conversation. Inspire and uplift colleagues, focusing on solutions rather than dwelling on problems. A positive attitude will create a supportive work environment.

This role Description provides a general account of duties and responsibilities, which may be subject to variation and change as necessary.