

Volunteer Role Description

Volunteer Role:	Keeper Volunteer (London Zoo)
Department:	Various Animal Sections
Location:	London Zoo
ZSL Contact/ Supervisor:	Named Supervisor within the designated Animal Section
Purpose of role/ project:	Keeper Volunteers assist the animal teams with their daily routine. Keeper Volunteers focus on their assigned animal section and will be supervised by the Animal Section Team Leader and Deputy Team Leader.
Commitment of role:	This role requires a regular and reliable attendance, ideally one regular full day per week. The day starts at 8.00am and volunteers must be able to arrive at the Zoo by this time. The day ends at approximately 4.30pm. We look for a commitment of at least 6 months for this role.
Main tasks volunteer will be asked to undertake:	<ul style="list-style-type: none"> • Assisting with the preparation of approved diets and carrying out the correct feeding procedures. • Cleaning and maintaining exhibits and other designated areas. • Supporting positive visitor experiences by good customer service and visitor engagement. • Monitoring walkthrough animal exhibits. • More experienced and longer serving volunteers may also help with habitat enrichment or enclosure design. <p>NB. There is limited direct contact with animals in this role but this also varies between section.</p>
Anticipated skills and experience that the volunteer will bring:	<ul style="list-style-type: none"> • Enthusiasm and an interest in animals and conservation • Ability to work calmly and sensitively in animal environments • Good levels of physical fitness – you will be on your feet for much of the day • Good levels of English to enable clear communication and understanding • Good initiative and a willingness to learn, follow instructions and communicate • Commitment to attend induction and ongoing training • Ability to demonstrate ZSL's values – inspiring, innovative, impactful, collaborative, ethical <p>NB. Volunteers must be aged over 18 years.</p>
Skills and experience volunteer will gain:	<ul style="list-style-type: none"> • The opportunity to be involved in an international conservation charity • A chance to be part of a team of friendly, like-minded people

	<ul style="list-style-type: none"> • Training and an opportunity to learn new skills • Support from experienced animal keepers and aquarists
Relevant training may include:	<ul style="list-style-type: none"> • Orientation around the Section • Manual handling • Working in walkthroughs • Customer service • Animal Behaviour
Support and resources provided:	<ul style="list-style-type: none"> • Centralised ZSL Volunteer Management Team for general enquiries, support and problem-solving. • Named ZSL contact/supervisors to provide support and guidance in this role. • Volunteer ID pass and uniform*. • Regular Staff and Volunteer e-newsletter. • Access to volunteer mess room on site with complimentary tea and coffee. • Access to discounted Staff and Volunteer catering options. • Opportunities to attend optional ZSL volunteer recognition and thank you activities. • Discounts on ZSL products, experiences, and activities. • Travel expenses to and from ZSL sites will be reimbursed up to £15 a day on volunteering and training days. <p>*NB. Volunteers will be required to wear some of their own clothing including stout walking shoes to undertake this role and should be prepared for it to get dirty.</p>
Workplace Conditions:	<ul style="list-style-type: none"> • This role may require outside working in all-weather conditions and or working in hot and humid indoor environments • Please note this role involves lengthy periods of standing so a good level of fitness is required • Access to basic kitchen facilities and an indoor space for breaks