

Volunteer Role Description

Volunteer Role:	Keeper Volunteer
Department:	Animal Departments
Location:	Whipsnade Zoo
ZSL Contact/ Supervisor:	<ul style="list-style-type: none"> • On the day: Keeper Volunteer Supervisor, Lead Keepers and Team Leaders • General support: Volunteer Management Team
Purpose of role/ project:	To assist the keeper team with day-to-day routine animal care work.
Commitment of role:	<p>This role runs throughout the year and we are looking for a regular commitment of one day per week. We can be flexible around which day this is on discussion with your volunteer supervisor.</p> <p>The hours will be agreed with the relevant section but are likely to be 8am to 5pm or 8am to 4pm in the winter</p> <p>You need to have the right permissions to volunteer to apply for this role. ZSL does not sponsor individuals requiring a visa to be in the UK. Some visas allow someone to volunteer, but others don't. If you are subject to visa requirements, you should ask UK Visas and Immigration if your visa allows you to volunteer.</p> <p>Volunteer positions will last a fixed period of 6 months.</p>
Main tasks volunteer will be asked to undertake:	<ul style="list-style-type: none"> • Cleaning animal enclosures and houses • Helping to maintain public viewing areas • Preparing food for the animals. • Supporting positive visitor experiences by good customer service and visitor engagement. • Monitoring animal behaviour and public interactions where required • It is important to note that there is no direct contact with the animals, as they are managed in such a way as to encourage and retain a full range of natural behaviours and instincts.
Anticipated qualities, skills and experience that the volunteer will bring:	<ul style="list-style-type: none"> • A willingness to learn and follow instructions to the letter. • Good communication skills and the initiative to check if unsure of what needs to be done or that instructions are properly understood • A good degree of fitness as many of the tasks are very physical in nature • Comfortable to be outside all day in extremes of weather. • Ability to work calmly and sensitively in animal environments • Appreciation that many procedures are in place to maintain health and safety for all staff and volunteers and must be adhered to exactly • Reliability to attend when expected and to keep the team informed if you are not able to come in. • Commitment and regular attendance

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| | <ul style="list-style-type: none">• Ability to demonstrate ZSL's values – inspiring, innovative, impactful, collaborative, ethical |
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NB Volunteers must be aged over 18 years.

<p>Skills and experience volunteer will gain:</p>	<ul style="list-style-type: none"> • An opportunity to be involved in an international conservation charity • Training and an opportunity to learn new skills, • Valuable practical experience of animal care in a Zoo environment • Support from an experienced team of animal keepers and aquarists. • An opportunity to see ‘behind the scenes’ • A chance to volunteer in a beautiful natural environment, alongside our amazing animals
<p>Relevant training may include:</p>	<ul style="list-style-type: none"> • Induction training session • Health and Safety / Safeguarding training • Ongoing regular training and briefings appropriate to the role • Option to attend regular Zoo management/ZSL updates
<p>Support and resources provided:</p>	<ul style="list-style-type: none"> • Centralised ZSL Volunteer Management Team • Named ZSL contact/supervisor • Volunteer ID pass • Regular Staff and Volunteer e-newsletter • Discounts at catering outlets around site • Discounts in ZSL shop and on ZSL experiences • Travel expenses to and from the Zoo, plus subsistence, will be reimbursed up to £15 a day
<p>Workplace Conditions:</p>	<ul style="list-style-type: none"> • Most of the day will be spent outside in all-weather conditions • This role involves a good degree of walking and physical activity, so a good level of fitness is required • Access to the keeper mess room for breaks