

Zoo Curator POSITION DESCRIPTION



Position Number:	1387
Department:	Community Services
Section:	Parks
Unit:	Zoo
Position Status:	Permanent Full Time
Classification:	Level 5 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	Zoo Director
Revised:	January 2024

General Position Statement

This position supports the Council and Zoo Director's strategic vision by leading the operational management of Rockhampton Zoo. This includes leading the day to day operations of the zoo as well as working with the Zoo Director on regional and Rockhampton Zoo species management, project management and future zoo developments.

This position will lead the operational team on animal care, safety, facility maintenance and customer service. Customer service includes council, management, employees, volunteers, students, contractors, researchers, and customers (internal and external) in a professional, efficient and confidential manner.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provision of a high level of operational support to the Zoo Director demonstrating a high degree of judgement, initiative, confidentiality and sensitivity.
- Direct and lead zoo staff, volunteers and contractors to ensure that outcomes, targets and regulatory responsibilities are met with optimum efficiency and effectiveness.
- Oversee and advise on husbandry and/or breeding projects as required in consultation with the Zoo Director.
- Manage day to day operations of the Zoo including care of animals and zoo-keeper rounds whilst ensuring the Zoo is maintained to a high standard.
- Manage staff, volunteers, students and contractors, including rostering, leave, recruitment, training and performance management.
- Maintain positive stakeholder relationships with staff, contractors, volunteers, students, customer engagement groups and other zoo stakeholders.
- Foster and develop a positive team culture with a focus on safety, animal welfare and customer service.

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- Manage the development, implementation and review of animal training and enrichment activities, animal feeding schedules, and food and nutritional requirements.
- Manage the development and implementation of educational talks, customer encounters and customer engagement activities.
- Drive and lead husbandry standards and breeding recommendations in consultation with the Zoo Director and Zoo Species Management plan.
- Develop, implement, review and ensure the zoo team comply with zoo and council policies, procedures and manuals.
- Supervise ZIMS data entry ensuring data integrity.
- Fulfill responsibilities of the Zoo and Aquarium Association (ZAA) membership requirements.
- Liaise with other Zoos, Bioscurity, Zoo and Aquarium Association (ZAA) and other industry bodies as required.
- Strong industry relationships to share best practices and ideas to improve the husbandry and care of our animals.
- Collection and review of articles for various Taxon Advisory Group (TAG) Newsletter updates.
- Preparation of Biosecurity zoo permit renewals, amendments, and new applications.
- Assist the Zoo Director in the development, monitoring and review of the zoo's operational and capital budgets, including annual submissions and preparation of business cases.
- Support media and social media initiatives and participate in media interviews as required.
- Drive positive experiences for all visitors to the Rockhampton Zoo by providing exemplary leadership to Zoo staff to deliver informative educational experiences to the public.
- Support the Zoo Director in identifying and implementing business opportunities to maximise visitor numbers, positioning the Rockhampton Zoo as a leader in its field.
- Ensure animal management and animal transfers are compliant with relevant legislation.
- Ensure the zoo presentation and maintenance of facilities is upheld to industry standard to ensure animal containment, safety of guests, animals and staff, as well as a professional presentation.
- Coordinate maintenance works at the zoo with relevant council departments and contractors.
- Maintain husbandry standards and practices that align with the strategic direction of the zoo.
- Respond and complete enquiries within Council's Customer Service timeframes whilst ensuring the information provided is accurate and detailed.
- Assist in report preparation, correspondence and presentations for internal and external stakeholder groups.
- Oversee the continuous improvement of systems and processes within the zoo and make recommendations to management to increase efficiency.
- Creation and review of relevant policies, procedures and work instructions as required.
- Ensure staffing requirements of the section are well managed including the recruitment, leave planning and performance development and management.
- Mentor and coach staff to create a high performing team and develop succession planning for the Section.
- Represent Council at regional forums on matters relating to the Rockhampton Zoo.
- Refer matters that may impact upon the business, Council and employees to the Zoo Director and Council management.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

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Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated experience managing and ability to build a high performing team that is results oriented and provides positive leadership to the Zoo team.
- Demonstrated experience in species management and strategic planning of an animal collection including knowledge of the legislative requirements.
- Demonstrated management of a wide range of captive species including safety, behaviour, nutrition, welfare, husbandry, reproduction, training, enrichment and group dynamics.
- Demonstrated operations management experience in a zoo environment.
- Significant working knowledge of relevant species management and planning, as well as legislative framework.
- Demonstrated practical zookeeping experience.
- Excellent communication (oral and written) that fosters open and transparent collaboration to ensure that communications are received and understood by team members and other stakeholders.
- Demonstrated ability to engage and support management, as well as team members to build effective and enduring relationships built on trust and respect.
- Experience in the management of captive animals and zoo operations.
- Working knowledge and understanding of zoological research and breeding programs.
- Demonstrated ability to develop and deliver community education presentations, displays and information sessions.
- Thorough understanding of procedures, statutory requirements, legislation and applicable standards in relation to a Zoo environment.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.

Qualifications

- Tertiary qualifications in Zoology, Captive Animal Management or similar and/or substantial experience in a similar environment.

Desirable Qualifications and Experience

- Blue Card for working with Children and Young People. This position falls under the definition of regulated employment in the *Working with Children (Risk Management and Screening) Act 2000* and as such, persons seeking engagement in this position must undergo screening checks under the blue card system administered by the Department of Justice and Attorney-General.

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- First Aid and CPR
- Tertiary qualification in Business Management would be highly regarded.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council’s Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Leadership Capabilities

- Council’s Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level **Operational Leadership: Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth. Further Information Appendix A.**

Additional Requirements

- Ability to work in an office environment.
- Ability to work in an outdoor environment.
- Ability to work on an ‘on call’ roster including after hours and weekends.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised against Hepatitis A&B, Tetanus and Qfever.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council’s Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
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Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	

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Appendix A: Leadership Capability Framework – Leadership Level Operational Leadership (Team Leaders and Supervisors)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	Engage and Inspire our People	Ensures alignment between work and Council's vision to engage and inspire others.
	Empower our People	Empowers others and builds trust and confidence through coaching.
	Enable Teamwork and Collaboration	Ensures teamwork and collaboration within and across teams.
	Effectively Communicate across the Organisation	Fosters open and transparent two way communication and ensures that communications are received and understood by team members and other stakeholders.
	Build Effective Enduring Relationships	Engaging in and supporting others to build effective and enduring relationships built on trust and respect.
Deliver Results	Manage People Performance	Ensures the alignment and achievement of goals through setting clear expectations, providing feedback, support and recognition to employees.
	Develop our People	Identify opportunities to provide development opportunities and coaching to others.
	Demonstrate Ethical and Accountable Decision Making	Develops own and team's organisational, political and cultural awareness.
	Demonstrate Organisational and Situational Awareness	Makes decisions in situations where there is scope for interpretation.
	Maintain a Strategic Focus	Coordinates resources to achieve Council's strategic objectives and supports others to understand how their role aligns.
	Plan and Organise Resources	Plan and organise resources to ensure the team delivers work within deadlines of to a quality standard in a safe and cost effective manner.
Customer / Community Driven	Be Customer and Community Focused	Focus on the purpose of Council and delivering what's best for the customer and community in line with vision.
	Manage customer and stakeholder relationships	Anticipates and adapts to customer and stakeholder needs.
Lead and Enable Change	Lead Change Effectively	Manages the process of change to ensure successful implementation.
	Lead Continuous improvement and Innovation	Supports others to identify, gain acceptance and implement continuous improvement opportunities.
Commit to Personal Growth	Commit to Personal Growth and Learning Agility	Commits to own personal growth and learning agility and shares learnings with others.
	Lead with Emotional Intelligence	Develops emotional intelligence and awareness of impact of actions on others.
	Build and maintain Technical and Operational Competence	Maintains own technical and operational competence and supports others to develop and maintain their competence.