



JOB DESCRIPTION

CONSERVATION LEARNING MANAGER



SAVING SPECIES FROM EXTINCTION | WWW.DURRELL.ORG

DURRELL WILDLIFE CONSERVATION TRUST is a Registered Charity with the Jersey Charity Commissioner, registered charity number: 1
DURRELL WILDLIFE CONSERVATION TRUST - UK is registered in England and Wales. A charitable company limited by guarantee. **REGISTERED CHARITY NUMBER** 1121989
REGISTERED COMPANY NUMBER 6448493 **REGISTERED OFFICE** c/o Intertrust Corporate Services (UK) Limited, 1 Bartholomew Lane, London, EC2N 2AX

INTRODUCTION TO DURRELL

Durrell Wildlife Conservation Trust is an international charity working to save species from extinction. Headquartered in Jersey in the Channel Islands, Durrell focuses on the most threatened species in the most threatened places.

Established by author and conservationist, Gerald Durrell, in 1959, Durrell delivers its conservation mission through our three integrated core areas of operation:



**A centre of excellence
in animal husbandry,
research, training and
education**



**Training future
conservation practitioners
and monitoring and
evaluating conservation
science which underpins
all Durrell activities**



**Conservation action
where it is needed most**

With a track record of 60 years, Durrell leads some of the world's longest running and most successful species and habitat recovery programmes. The quality of our work is equally as important as how we deliver it. Our values, underpin how we approach our work and the work environment we create.

OUR VALUES

PURPOSEFUL

We are clear on why we do what we do, are connected as an organisation, we understand and demonstrate enabling / delivery, we are passionate about what we do and work tirelessly to achieve it.

ACCOUNTABLE

We are accountable for our actions; we act with integrity and always have the best interests of the Trust at heart. We take it upon ourselves to update our knowledge and deliver excellence, and our ethics are of the utmost importance.

SUPPORTIVE

We develop and encourage our staff, we work as a team, work well with other departments and trust and respect each other. We promote a learning culture, treat people fairly, encourage diversity in the workplace, and value the opinions and views of others.



JOB PURPOSE

To enhance the experience and learning opportunities for visitors to Jersey Zoo, seeking and delivering creative and inspiring ways to tell the stories of Durrell's conservation work and to promote public connections to nature. To work with Durrell staff to develop and deliver the Department's visitor engagement offer, comprising a mix of both free and income generating activities. To manage the Conservation Learning staff in the delivery of the formal and informal education programmes as required.

**CONSERVATION
LEARNING MANAGER**

DEPARTMENT
Conservation Learning

CONTRACT
Permanent

HOURS
Full time

REPORTS TO
Head of Conservation
Engagement and Learning

LOCATION
Jersey Zoo



KEY RESPONSIBILITIES

- To develop, organise and deliver a comprehensive programme of public engagement activities, including income-generating Animal Encounters, the aim of which is to bring to life the conservation work of Durrell and the roles of the species in the Zoo, and to host conservation science activities in the Durrell Discovery Centre. This in consultation with Heads of Animal Departments and the Head of Conservation Engagement and Learning;
- Manage the everyday running of the Department, giving a positive impression for visitors, corporate groups, and other users of the Durrell Discovery Centre and take responsibility for safety and security of the building;
- In collaboration with the Volunteer Manager, design, run and evaluate a comprehensive training programme for volunteers whose role will be to engage Zoo visitors in the conservation work of Durrell;
- At the direction of the Heads of the Animal Departments and the Head of Conservation Engagement and Learning, managing a daily programme of animal talks given by animal staff to maximise the connectedness to nature value and to organise recording and associated public information;
- To ensure budget targets are met, collect and record financial and participation data and produce quarterly reports;
- To keep abreast of new developments within the field of informal engagement and approaches to conservation;
- To represent Durrell at off-site meetings and events when necessary;
- To maintain a welcoming, approachable persona for visitors, and adopt a positive and intuitive approach regarding encouraging visitors to support the funding of the work of the Trust;
- To collaborate with other staff in the development and production of interpretation to enhance the visitor's experience and support learning;
- Manage the delivery of formal education activities, as required and in collaboration with Conservation Learning team.

Management Duties

- To manage and support volunteers and students, to ensure their safety and security, and to delegate tasks to ensure those volunteers are appropriately employed;
- Manage the other members of the Conservation Learning team to ensure all aspects of the public engagement activities are available to visitors in order to provide a continuous service including over staff days off and holidays
- Undertake regular 1 to 1 meetings within the team and complete annual appraisals;
- Develop good relationships with school administrators, teachers and other educational institutions;
- Ensure school teaching targets and attendance are met;
- Ensure health and safety compliance.

Working Conditions

Basic hours for the post are 35 hours a week.

The post holder will be required to work as part of the department rota and the site duty manager rota, which may include weekend working and occasional late or early starts and finishes; and to work any additional hours necessary to fulfil the responsibilities of the post.

KNOWLEDGE, SKILL AND ABILITY

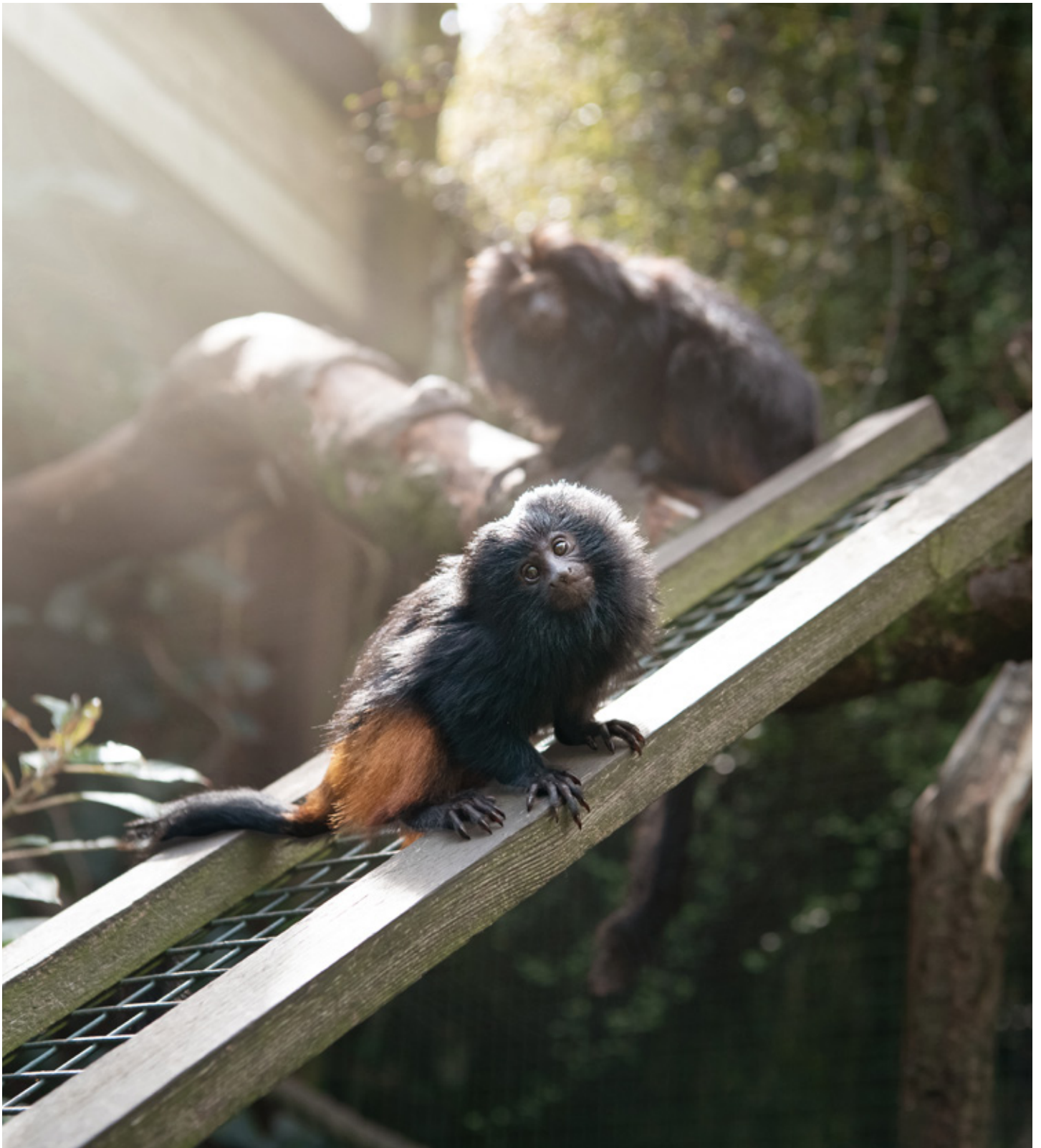
Required

- An appreciation of the importance of customer care and a passion for engaging all audiences with conservation in a creative and inspiring way;
- Educated in either a conservation-relevant or education-related subject or appropriate professional experience;
- Experience within an education/public engagement sector environment;
- Confident and articulate public speaker, and able to take charge of groups for workshops, activities, talks and tours;
- Excellent people management skills;
- Excellent team communication skills, with an enthusiastic and team-player attitude, including being able to lead and co-ordinate the work of others;
- Excellent organisational skills; able to manage time efficiently and to juggle a variety of projects and meet deadlines;
- Ability to make quick and confident decisions regarding dissemination of visitor information and the management of complaints and visitor dissatisfaction;
- IT literate and confident with M365, Microsoft Word, EXCEL, PowerPoint and Outlook;
- Post will require a DBS check.

Desirable

- A broad overall knowledge of Durrell's conservation work on-site, in Jersey and overseas;
- Qualified teacher status;
- Ability to speak another language;
- Animal management skills;
- Driving licence;
- Experience in writing content for signs and/or publications and/or websites.





BEHAVIOURS AND VALUES

- Acts with integrity and in the best interests of Durrell at all times;
- Able to demonstrate a clear passion and commitment to the role of science in supporting conservation action and the vision mission and aims of Durrell;
- Positive and 'can do' attitude conducive to bringing people together;
- Ability to work independently but also works collaboratively with colleagues and partners;
- Works proactively and has a determination to succeed and to excel at tasks.