



JOB DESCRIPTION

DIRECTOR OF ZOO OPERATIONS



SAVING SPECIES FROM EXTINCTION | WWW.DURRELL.ORG

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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

As the Director of Zoo Operations, your role will drive the seamless and effective management of the zoo's daily operations. You will develop and maintain an animal collection which contributes to conservation. Supporting Durrell's in-situ conservation efforts through captive breeding in Jersey and overseas, contributing to conservation-related research and training whilst also enabling visitors to connect with nature during their visit at the zoo, is a fundamental aspect of this role.

You will ensure the highest standards of animal care and welfare, guest experience, operational efficiency and promote a positive and supportive culture within the team. The Director of Zoo Operations must demonstrate strong leadership with a focus on fostering good team engagement. Your leadership and collaboration with senior managers and the wider Durrell team will be crucial in strategic planning and will play a vital role in promoting the zoo's mission of conservation, education and community engagement in addition to shaping the Durrell wide organisational strategy.

DIRECTOR OF ZOO OPERATIONS

DEPARTMENT
Zoo Operations

REPORTS TO
Chief Executive Officer

CONTRACT
Permanent

HOURS
41.25 hours per week

LOCATION
Jersey Zoo



KEY RELATIONSHIPS

STAFF

Seven direct reports: Curator of Birds, Curator of Herpetology and Invertebrates, Curator of Mammals, Head of Veterinary Services, Head of Curatorial Services, Head of Site Services and Curator of Learning and Engagement. Combined, responsibility for approximately 65 employees.

FINANCE

This role requires management and oversight of the designated department budget.

SENIOR MANAGEMENT TEAM

Chief Executive Officer, Director of Zoo Operations, Director of Finance, Director of Commercial, Director of People and Values, Director of Communications and Fundraising, Director of Field Programmes, Director of Conservation Knowledge.



KEY RESPONSIBILITIES

- To oversee and coordinate the animal departments, so that they are coordinated and collectively deliver Durrell's mission aims.
- To direct and manage the support departments (Veterinary, Site services, Learning and Engagement and Curatorial Services and Transports) such as they support the animal collection and Durrell's wider mission aims.
- To work closely with the Director of Commercial and the commercial teams in the operation of the zoo as a visitor attraction.
- To be a member of the Senior Management Team, with responsibility for cooperatively developing and delivering organisational aims and policies.
- In collaboration with the CEO, Senior Management Team, Curators and other relevant team members, ensure that the Collection Strategy, and supporting Collection Plan delivers its aims of furthering Durrell's conservation activities whilst also promoting nature connection and engagement for zoo visitors.
- Be responsible for Jersey Zoo's regulatory compliance and membership of zoo associations.
- Ensure the highest standards of animal welfare and veterinary care are maintained in the animal collection, including oversight of reporting procedures to maximise staff engagement in constantly striving to improve conditions for our animals.
- Manage risk within the operations of the zoo, ensuring the health and safety of staff and visitors.
- To represent Durrell at a local and international level.
- Be responsible for Jersey Zoo's animal incident protocols, and along with Head of Site Services, Director of Commercial and Retail Operations Manager, develop and deliver other emergency procedures for the zoo site.
- Provide regular reports to the CEO, the Board and other committees as required.
- Promote collaboration between zoo departments and the commercial and fundraising departments to support income generation activities, including events.
- To support the Durrell Conservation Academy in delivering training courses, through lecturing directly, making staff available to provide training, and hosting interns and students on animal department teams.
- To support Durrell's field programmes and their captive breeding facilities, from research within the zoo, staff time and expertise as well as animals for reintroduction or genetic rescue, where appropriate.
- To work with the Director of Conservation Knowledge and the Zoo Research Officer to ensure the animal collection contributes to important conservation research where applicable.
- To continually review zoo operations, considering the broader zoo, conservation, and visitor attraction environment. Implement improvements in line with best practice, streamline processes where possible, and lead a culture of continuous improvement.
- May be required to be a member of Durrell committees or a board member of certain subsidiary or associated Durrell entities.

KNOWLEDGE, SKILL AND EXPERIENCE

- Extensive knowledge and experience of modern zoo animal management, collection planning, and enclosure design.
- Comprehensive understanding of how a modern animal collection contributes to conservation and the importance of multi-agency cooperation and proven track record in developing an animal collection that delivers on conservation objectives.
- Strong leadership skills, with the ability to lead and motivate a high-performing team to achieve organisational objectives.
- Comprehensive knowledge of animal population management, and an understanding of the workings of zoo membership associations.
- Detailed and thorough knowledge of zoo ethics.
- Practical and theoretical experience of in-situ species conservation.
- Sound judgement, with knowledge and proven experience of human resource management.
- Strong mentor and coaching abilities to develop teams and individuals.
- Collaborative and supportive leader who promotes collaboration within and between departments.
- A customer-focused attitude, instigating and promoting visitor engagement initiatives.
- Ability to manage high-pressure situations, handle a complex workload and meet deadlines.
- Skilled in making presentations, both formal and informal to a variety of audiences – staff, students, donors, board members, dignitaries, and peers.
- Confident in dealing with the media and giving interviews – in print, television, and radio.
- Excellent written skills with ability to both produce and edit copy for reports, signage, and publication.
- Excellent facilitation skills with experience in chairing meetings with a variety of stakeholders.
- Experience of setting and managing budgets, along with strong project management skills, including ability to manage capital projects.
- High levels of personal resilience and experience of managing conflict.
- Flexible and willing to work out of specified hours and be on call as required.
- Detailed and thorough knowledge of zoo legislation (UK and Jersey) and CITES.
- Experienced in use of firearms and co-ordinating a firearms response team.
- Degree/postgraduate qualification in a related subject.





BEHAVIOURS AND VALUES

- Powerful advocate for and passionate about wildlife conservation.
- Strategic, logical, and optimistic thinker.
- Highly skilled planner and facilitator.
- Proven successful leader.
- Interest in succession planning and building leaders of tomorrow.
- Personable and approachable demeanor.
- Collaborative and supportive working style.
- Calm and considered approach.
- Positive outlook and 'can do' attitude is vital.
- Maintains a professional, polite, and respectful level of communication with colleagues at all levels.
- Ability to remain calm under pressure.