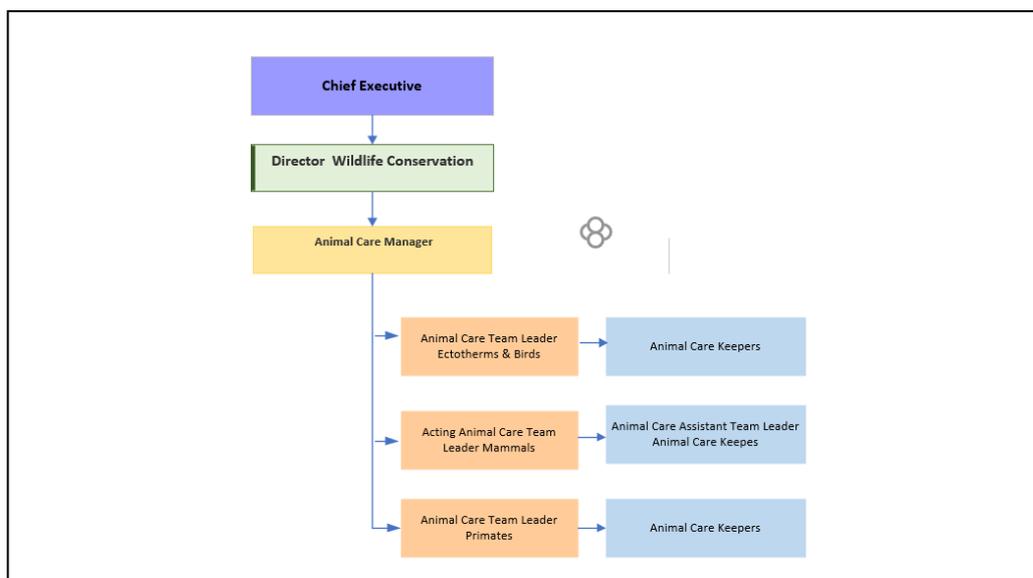


POSITION DESCRIPTION

Position Title:	Animal Care Manager
Reports To:	Director Wildlife Conservation
Direct Reports 3	Animal Care Team Leader: Primates, Ectotherms & Birds, and Mammals.
Indirect Reports 1	Acting Assistant Animal Care Team Leader Mammals
Position Purpose:	<p>The Animal Care Manager (ACM) is responsible for the overall leadership, decision making and effective management of all husbandry sections in the Animal Care Team.</p> <p>They will apply the latest thinking in animal care and ensure the highest standards of husbandry skills, animal welfare outcomes, species management planning, innovative habitat design and maintenance, and initiatives and experiences that inspire our visitors. In order to achieve this, the ACM will play a critical role in managing the training and overall ongoing professional development of Animal Care Team Leaders (ACTLs) and Keeping staff.</p> <p>The ACM is supported by the three ACTLs who will provide Keepers with operational guidance and supervision on a daily basis.</p>
Date:	March 2026

Organisational Context:



Important Functional Relationships:

External	Internal	Committees/Groups
<ul style="list-style-type: none"> ▪ Zoo visitors ▪ Zoo's strategic partners ▪ External agencies, e.g. MPI, DOC, EPA, Mfe ▪ Zoo Sponsors and Donors ▪ International Stud Book Keepers ▪ Staff from other Zoos 	<ul style="list-style-type: none"> ▪ Strategic Management Team (SMT) ▪ Animal Science Manager ▪ Conservation Manager ▪ Health and Safety Lead ▪ People and Culture Lead ▪ Maintenance Manager ▪ Community Engagement Manager ▪ Te Kōhanga The Nest Team Leader & team ▪ TNWZ Managers, Team Leaders, and Staff 	<ul style="list-style-type: none"> ▪ Project Steering Committee ▪ Animal Welfare Committee

Key Result Areas:

The position of Animal Care Manager encompasses the following Key Result Areas:

<input type="checkbox"/> Leadership	<input type="checkbox"/> Habitat Management
<input type="checkbox"/> Strategy and Planning	<input type="checkbox"/> Policies and Procedures
<input type="checkbox"/> Visitor Experience and Programmes	<input type="checkbox"/> Conservation and Sustainability
<input type="checkbox"/> Liaison, Communication and Research	<input type="checkbox"/> Health and Safety
<input type="checkbox"/> Animal Husbandry and Welfare	

The requirements are broadly identified below.

Note: The performance standards are provided as a guide only. The employee will carry out duties in this job description and other reasonable instructions as required by TNWZ. The performance measures for this position will be discussed between the jobholder and manager as part of the performance management process.

The position holder is accountable for
<p>1. Leadership</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensuring the highest level of performance, activities and presentation across all sections. <input type="checkbox"/> Managing the recruitment and selection process for Animal Care team members and ensuring adherence to recruitment policies and procedures. <input type="checkbox"/> Managing the overall development of staff through the identification of individual and team training needs and working with the Director Wildlife Conservation on appropriate developmental activities to meet these needs. <input type="checkbox"/> Providing ACTLs and Keepers with coaching, timely advice and constructive feedback on an ongoing basis to support and maximise their professional development. <input type="checkbox"/> Managing and supporting ACTLs in managing staff performance, disciplinary matters and resolving operational and staff issues within section, and liaising with the People and Culture Lead where appropriate <input type="checkbox"/> Ensuring accurately recorded team meetings take place on a regular basis <input type="checkbox"/> Holding monthly one-on-one meeting with ACTLs, and maintaining associated records for each of these meetings <input type="checkbox"/> Managing the resolution of visitor complaints through working with the Communication, Experience and Community (CEC) team <input type="checkbox"/> Working with the Marketing and Communications Manager in relation to media enquiries <input type="checkbox"/> Leading by example and ensuring the team understands the Zoo's strategy and values and how their performance and role contributes to the Zoo's success in delivering on the strategy.
<p>2. Strategy and Planning</p> <ul style="list-style-type: none"> <input type="checkbox"/> Contributing on an ongoing basis with planning, formulation and implementation of the TKWZ's strategies, values, policies and culture with respect to the dynamic nature of our work. <input type="checkbox"/> Working with the Procurement and Nutrition Centre Team Leader to maintain and enhance a proactive programme for the ordering of supplies and maintenance of equipment and tools.

- ❑ Assisting the Animal Sciences Manager (ASM) with the planning, formulation and implementation of the Zoo's strategic species plan.
- ❑ Working with ACTLs to develop a team process for planning and implementation of Animal Care routines, strategy map initiatives and measures.
- ❑ Providing input into preparation of and management of the animal care and welfare minor works budget.
- ❑ Proactively working with ASM in the planning of animal transfers and transportation.
- ❑ Ensuring effective planning, delivery and maintenance of high quality interactive engaging animal habitats.
- ❑ Ensuring planning is in place for ongoing evaluation, development and management of habitats throughout Zoo.
- ❑ Maintaining appropriate resourcing across all sections through ensuring weekly rosters and leave requests are managed effectively by the ACTLs

3. Visitor Experience and Programmes

- ❑ Providing professional advice, leadership and strategic input into visitor programmes from an animal care perspective, including identifying opportunities for new visitor programmes.
- ❑ Working with the Community Engagement Manager in developing and implementing animal talks, close encounters, behind the scenes experiences and other opportunities to enhance the visitor experience.
- ❑ Ensuring the regular review and management of habitats throughout Zoo to ensure animals can be viewed by visitors, while respecting the welfare needs of the animals. Liaison with Community Engagement Manager whenever an animal is going to not be on visitor view for a length of time.
- ❑ Being a champion and role model for the important role visitors play in any zoo and ensure that everyone feels welcome when they come to the Zoo.

4. Liaison, Communication and Research

- ❑ Liaising with the Director Wildlife Conservation and ASM to identify, develop and implement appropriate research opportunities for Animal Care, in line with TNWZ conservation, welfare and research strategies.
- ❑ Actively promoting and involving the team in the development, and preparation of articles for publication in professional journals relevant to the industry on husbandry, behaviour, training & conditioning or breeding events which occur within the Animal Care Team.
- ❑ Participating in relevant project teams and committees so that skills are fully utilised and Animal Care is represented professionally across the Zoo.
- ❑ Ensuring co-operation of Animal Care staff with Marketing and Communications and initiatives in the Visitor Service Team.

5. Animal Husbandry and Welfare

- ❑ Working collaboratively with the animal care teams and the nutrition centre in leading all animal welfare, nutrition, training, conditioning, and husbandry throughout the Zoo.
- ❑ Leading development and implementation of TNWZ's enrichment principles and ensure adherence to this across the Zoo.
- ❑ Ensuring coordination and maintenance of animal training plans for all species across all sections and providing consistency across the Zoo.
- ❑ Ensuring a high level of animal health and welfare is maintained through liaising closely with Te Kōhanga The Nest team, and a strong professional relationship is maintained with the Team Leader Te Kōhanga The Nest.
- ❑ Providing technical advice and support to the ACTLs and keeping staff on animal observation and the welfare, husbandry and management of animals held within their section on an ongoing basis
- ❑ Providing technical advice to the Zoo's senior management and staff on habitat design, maintenance, husbandry and animal collection management.
- ❑ Developing, implementing and ensuring maintenance of in-house animal husbandry manuals and quarantine protocols for all species, staff are trained appropriately and that there is consistency across the Zoo.
- ❑ Leading the team in implementation of species management strategies.
- ❑ Ensuring Animal Care team understand and comply with animal record keeping and studbook requirements as appropriate.
- ❑ Developing implementing and ensuring ongoing adherence by team members to safe and correct animal handling practices and techniques, including capture and restraint, immobilisation and transport of animals.

- ❑ Promoting a culture of learning on the job through cross training programmes, the experience of other Zoo staff and use of research and online resources to ensure highest standards of animal husbandry and welfare.
- ❑ Developing and implementing incubation and hand-raising protocols with support of ACTLs.

6. Habitat Management

- ❑ Overall responsibility for ensuring that all animal habitats adhere to the MPI containment standards, animal welfare requirements and best practice animal care; and to advise ASM and Director Wildlife Conservation when non-compliant.
- ❑ Development and implementation of maintenance plans for habitats throughout the Zoo with support of ACTLs, and ensuring monitoring and reporting of Animal Care maintenance requirements to the Maintenance Manager.
- ❑ Providing the team with leadership and guidance in the design and development of new / modified habitats and holding facilities, as required.
- ❑ Leading the ongoing development of all Keeping staff in the art of innovative and creative habitat design and maintenance.
- ❑ Responsible for maintaining oversight and ensuring that habitats are presented in a progressive zoo manner and that they are safe for the visitors, staff and animals held within, and appropriate strategies are initiated to address any deficiencies.
- ❑ Effectively managing team members to ensure appropriate containment of animals and prevention of escapes from habitats, particularly those animals considered a threat to the community, agriculture or the environment.
- ❑ Effectively managing team members to ensure all habitats provide for all animal welfare needs.

7. Policies and Procedures

- ❑ Developing SOPs in association with ACTLs, Health & Safety Lead and Director Safety, Assets & Sustainability, and reviewing as required to ensure compliance with legal requirements.
- ❑ Ensuring record keeping in relation to animal identification, ZIMS entries and any other reports pertaining to animals held within the Zoo are accurate and maintained and updated in a timely manner.
- ❑ Working with the Director Wildlife Conservation on strategic planning issues and activities and provide professional input into the formulation of policy and strategic direction for the Animal Care Team.
- ❑ Ensuring relevant legislative requirements and all TNWZ policies, procedures and industry standards are always adhered to by self and team.
- ❑ Ensuring full understanding on implementation of all emergency procedures in compliance with TNWZ policy and procedures and relevant OHS, Environmental Management and Health and Safety at Work Act.
- ❑ Ensuring ZAA Accreditation is achieved.

8. Conservation and Sustainability

- ❑ Leading the way in modelling sustainable behaviours; actively promoting the Zoo's sustainability framework and ensuring the team is always looking for the most sustainable way to perform daily work.
- ❑ Ensuring team has a good understanding of the WAZA Conservation Strategy, the WAZA Animal Welfare Strategy, ZAA Animal Welfare guidelines and other ZAA policies and that they consistently apply principles in their everyday practice.
- ❑ Working collaboratively with the ASM in ensuring adherence to appropriate Australasian Species Management Programme (ASMP) managed species programmes.
- ❑ Working with the Conservation Manager to identify, implement, or participate in Wellington Zoo conservation projects locally and globally and ensuring staff are supported and encouraged to participate in these programmes and projects as appropriate.

9. Health and Safety

- ❑ Ensuring staff receive induction and adequate supervision, information, assistance and training to meet all health and safety responsibilities
- ❑ Ensuring health and safety is discussed regularly at team meetings
- ❑ Ensuring the health and safety performance of the team is monitored and periodically reviewed
- ❑ Ensuring responsibility for health and safety are assigned, executed and included in one-on-one meetings
- ❑ Ensuring that safety equipment and capture equipment is maintained and all staff are adequately trained in its use.

- Ensuring any hazardous conditions, near misses, injuries and accidents are reported immediately to your manager.
- Participating in meetings, training and other health and safety activities.
- Informing the Safety Improvement Team (SIT) about any areas of concern.
- Meeting employee responsibilities and contributing to providing a safe working environment for visitors and fellow staff through following safe working instructions and adhering to all health and safety policies and procedures set down by TNWZ.
- Proactively contributing to a culture committed to the health and safety of our staff and visitors.

Person Specification:

Knowledge / Experience /Characteristics

- Experience leading, coordinating, developing and motivating staff in a multi-disciplined team.
- Extensive experience in animal care and animal management.
- Demonstrated experience in species management.
- Experience in habitat maintenance and the ability to review habitats and to ensure optimal animal welfare whilst balancing visitor needs and expectations.
- High degree of integrity and discretion dealing with sensitive and/or confidential information.
- Excellent written and oral communication skills and an ability to deal with the media, professionally representing the Zoo.
- Experience managing projects and solving problems.
- Ability to adapt to changing operating environments.
- Demonstrated time management skills.
- Thorough understanding of zoo-based strategies and policies regionally and globally and demonstrated knowledge of implementation thereof, with the emphasis on the Australasian region.
- Demonstrated ability to build and maintain external and internal working relationships.