

Role Description

Trainee Keeper

Cluster/Agency	Planning & Environment
Department/Agency	Office of Environment and Heritage
Division/Branch/Unit	Taronga Conservation Society Australia
Location	Taronga Zoo or Taronga Western Plains Zoo
Classification/Grade/Band	Keeper (Trainee Keeper Level 1 – 4)
Kind of Employment	Ongoing, casual, temporary
ANZSCO Code	361114
PCAT Code	Unknown
Date of Approval	August 2016
Agency Website	taronga.org.au

Agency overview

The Office of Environment and Heritage (OEH) cares for and protects NSW's environment and heritage, which includes the natural environment, Aboriginal country, culture and heritage, and built heritage. **Taronga Conservation Society Australia (Taronga)** forms part of the OEH. Taronga's vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife and inspire community action.

Primary purpose of the role

Deliver high quality animal husbandry and management practices for the Taronga animal collection and convey environmental and conservation messages to provide inspiring and educational messages to our visitors.

Key accountabilities

- Work under the supervision of others to safely provide high quality animal husbandry and management techniques in line with Taronga policies and procedures to assist Taronga in meeting WHS and animal care and welfare targets and in complying with all relevant legislation.
- Comply with Taronga's Animal Welfare Charter to ensure industry leading standards of animal welfare are maintained and animals in our care are assured of Taronga's 5 Freedoms.
- Communicate Taronga's education and conservation messages both internally and externally, ensuring all communications align with Taronga's values to inspire behavioural change in accordance with Taronga's vision and strategic pillars.
- Deliver high quality customer services experiences in order to provide excellent guest experience and promote repeat visitation.
- Work effectively as a member of a high performing team including peers, volunteers and students to assist Taronga in its achievement of strategic outcomes.
- Comply with sustainability practices in the workplace to help achieve Taronga's sustainability targets and reduce environmental impact.

Key challenges

- Providing the highest standards of animal husbandry and welfare given the need for compliance with relevant Taronga policy and procedure, in particular WHS.

- Communicating effectively with high volumes of guest enquiries given the possibility of concerns relating to the display and management of animals in a zoo environment.
- Balancing the delivery of high standards of animal care whilst delivering high quality guest learning experiences.

Key relationships

Who	Why
Internal	
Unit Supervisor & Precinct Manager	Receives supervision, guidance and management from and provides regular updates on workload, issues and projects
Team (including peers, volunteers and students)	Shares responsibility for tasks, offers measured professional opinions, exchanges ideas, seeks advice when required
Taronga Wildlife Hospital	Consults with Taronga Wildlife Hospital team leads to improved health outcomes from animals across the collection
Curatorial department	Consultation with Curators leads to improved outcomes from collection management, breeding programs, acquisitions and dispositions
External	
Zoo Guests	Provided information learning experiences and excellent customer service
Community	Represents Taronga's brand a values positively and carries out community conservation initiatives
Other zoo's and related industries	Consults, liaises, collaborates and seeks positive outcomes for conservation, sustainability and Taronga
Committees	Chairs, participates in and attends external committees as required and with the permission of the relevant manager.

Role dimensions

Decision making

This role is empowered to make decisions within standard operating procedures and Taronga policies and procedures. Decisions outside of this scope are to be escalated to the Keeper Unit Supervisor or relevant Precinct Manager.

This role does not have formal delegation.

This role is expected to follow management instructions and uphold Taronga's Code of Conduct, Policies, Procedures, Charters (WHS, Customer Service & Animal Welfare) and Environmental Sustainability endeavours

Take reasonable care for own safety and ensure own conduct does not adversely affect the health and safety of others.

Project a positive company image, work constructively as a Taronga team member, and report Taronga Compliance breaches

Reporting line

This role is supervised by the relevant Keeper Unit Supervisor and reports to the relevant Precinct Manager.

Direct reports

This role does not have any direct reports.

Budget/Expenditure

The position has no delegated financial sign off authority

Essential requirements

- NSW C Class Drivers Licence (or ability to transfer current unrestricted licence)
- TB Screening
- Vaccinations against Zoonotic disease (in accordance with Taronga's Zoonotic disease vaccination matrix)
- 0 – 4 years of paid animal husbandry related experience
- Obtain and maintain a current paid NSW Working with Children Check at own expense.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Project Management	Foundational	<ul style="list-style-type: none"> • Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules