



**Post of:
Animal Care Supervisor**

Information Pack

December 2022

A Introduction

Secret World Wildlife Rescue (SWWR) exists to relieve the suffering of British wildlife, to encourage respect and tolerance for wildlife and to further its conservation. SWWR strives to do this; by providing a public rescue, rehabilitation and release service for injured, sick and orphaned wildlife; through public education and access to a unique wildlife experience; and by disseminating data and delivering professional training to improve knowledge and raise standards of wildlife care across the UK.

Our Vision

Our vision is to prevent wildlife suffering needlessly and to inspire, in everyone, a love and understanding of wildlife and the countryside.

Our Mission

SWWR's mission is to:

- Provide a 8am – 8.00pm rescue service caring for sick, injured and orphaned wildlife;
- Rehabilitate the animals in our care and return them to the wild wherever possible;
- Be a respected source of expertise and centre of excellence where all British wildlife can receive the best care;
- Inspire learning about the world of British wildlife, encouraging everyone to discover what they can do to protect it.

Our Work

We believe that no creature, no matter how small, should be left to suffer, that we have a duty to intervene to relieve that suffering and to care for them until they are strong and fit enough to return to the wild.

We deliver our service in the following way:

We are here from 8am to 8pm, 7 days a week, 365 days of the year and work across Somerset providing help to wild animals. Our volunteer response drivers are equipped and trained to rescue small, medium or large animals and birds, and bring them back to Secret World for first aid and rehabilitation.

A staff team of around 35 work alongside a very strong and committed volunteer workforce.

Our work includes caring for hundreds of wildlife orphans such as otters, badgers, foxes and birds of prey, which we hand-rear, care for and rehabilitate, sometimes for as long as 12 months depending upon the species.

All animals brought into Secret World are assessed and casualties given are given first aid by our Animal Care team. Animals are then given treatment under the supervision of our local veterinary surgery on weekly visits or animals may be transported to our local veterinary surgeon if x-rays or surgery is required. If any animal requires continuous care, such as two hourly feeding for example, we are able to do this thanks to our many volunteers who generously give their time. Human contact and interaction is kept to a minimum when dealing with wildlife casualties. Unlike domestic animal rescue work, the work Secret World does is 'hands-off'.

Our treatment areas, recovery and special rehabilitation enclosures are designed specifically for the different needs of the wildlife we care for. These include enclosures for foxes and badgers, where they can forage and dig as they would in the wild, water enclosures for the otters and swans, so they can preen and build their natural oils and large aviaries for garden birds and birds of prey, all away from human contact so they have the best chance of reverting to the wild once they are strong enough to be released.

The progress of all our wildlife patients is regularly reassessed so that we can be sure that any animal released back into the wild is able to survive and live a natural life. Any animal that cannot be successfully returned to the wild will be euthanased quickly and humanely to put an end to its suffering.

Job Description

Job Title: Animal Care Supervisor

Date Prepared: 30th December 2022

Location: Highbridge, Somerset

Hours: Full time, 40 hours per week, rotas working 5 days out of 7 days per week
Salary: £23,281
Job Purpose:

Responsible to: Head of Animal Care Services

Relationships:

The postholder is expected to foster excellent working relationships with all Animal Care staff and volunteers, plus Reception and Response Driver volunteers. As a member of the Animal Care Team, the postholder is also expected to work inclusively and collaboratively across the organisation with other staff and volunteers. At all times working within the SWWR Behaviours Framework.

Job Purpose:

To provide high quality animal care following agreed protocol and take the lead in assuring the quality of Secret World's animal care services, ensuring the welfare of both animals being rehabilitated for release and our resident animals. The welfare of the animals is paramount at all times.

Main Responsibilities:

- Work in conjunction with Head of Animal Care and other Supervisors to provide a seamless level of care for all animals.
- Follow SWWR's Animal Care Services Policy and Veterinary Treatment Policy and Procedures, as well as other SWWR Policy and procedures at all times.
- Undertake practical Senior Level Animal Care duties, ensuring the highest level of animal care and welfare standards across all sections within Secret World.
- Undertake practical Senior Level Animal Care duties across the whole site with a focus on the rehabilitation section. which includes the Hospital Room, Millie Block and the Outside Rehabilitation Pens including:
 - Allocate and supervise the immediate work of animal care staff and volunteers in the section
 - Implement a programme of care for each animal ensuring its health and well-being and rapid return to fitness for release.
 - Ensure all animals are receiving the best rehabilitation necessary to enable a prompt return to the wild.
 - To run an effective and realistic release programme for the animals in your care that do not fall within the release co-ordinators remit.
 - To work closely with the release co-ordinator to enable them to carry out a successful release programme.
 - Ensure critical policies and procedures are being followed in practice, with particular reference to infection control, a strict TB policy and orphaned animal protocols.
 - Ensure all housing is fit for purpose, and work with maintenance colleagues to ensure repairs and upgrades are actioned.
 - Lead by example and contribute to a culture which promotes, health, safety and security
- Undertake and lead practical Senior Level Animal Care duties for our resident animals, alongside the Head of Animal Care ensuring the highest level of supervision and welfare standards for those animals in our permanent care. Including:
 - A regular programme of care is implemented for each animal, with particular emphasis on their long term health and well-being
 - Ensure all animals are kept in accordance with the terms of the Charity's zoo licence
 - Ensure all housing is fit for purpose, and work with maintenance colleagues to ensure repairs and upgrades are actioned
- To work in an integrative and co-operative way as part of a multi-disciplinary animal care team alongside the Head of Animal Care Services, veterinary staff and the Charity's Scientific Advisor.
- Assist the Head of Animal Care in the following:
 - Preparation of rotas for section (both staff and volunteer)
 - Recruitment, induction and training of new staff
 - 1-2-1's for the animal care team
 - Stock control and ordering
 - Planning and development of new/additional services at Secret World and beyond
- To undertake any other such duties as directed which may be appropriate in order to achieve the Charity's objectives.
- To participate and present at the rescue and rehabilitation courses.
- Undertake public speaking roles as required and participate in photographic and filming sessions as appropriate.

- Attend and chair Animal Care department meetings and other Charity meetings on request

Person Specification:

Qualifications: • Higher education (FdD or equivalent) in a related field (e.g. conservation, animal care, veterinary sciences)

Desired experience, skills and qualities:

- Proven track record of a successful supervisory role in an animal care setting;
- Experience in the animal/wildlife/conservation sector;
- Hands on experience of wildlife rescue/rehabilitation/release;
- Excellent verbal and written communication skills, deployed formally and informally (including presentation skills);
- Ability to work as part of a seven-day rota with flexibility to work out of hours (e.g. for courses and events);
- Experience of motivating, developing, and optimising the contribution of staff and/or volunteers;
- Good IT skills with excellent working experience of a variety of computer applications;
- Experience of working for or with animal charities;
- Experience of working in educational settings;

How to Apply:

If you wish to have an informal conversation prior to applying, please call Josie Nott at Secret World.

To apply please email your CV and covering letter to Josie Nott on josie.nott@secretworld.org

If you are short listed, you will be sent an application for to complete.

Alternatively, you may post your CV to:

HR Department, Secret World Wildlife Rescue, New Road, East Huntspill, Highbridge, Somerset, TA9 3PZ
Please mark your envelope 'Private and Confidential – Job Application'.

Closing Date for all applications: 13th January 2023 at 5pm