



**Post of: Maintenance Team Member
(Part-time)**

Job information Pack

April 2024

Secret World Wildlife Rescue

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.
- providing a learning and outreach programme, public education, and access to a unique wildlife experience.
- disseminating information and data, delivering professional training, and helping conservation projects, 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 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.

The Charity operates a 24/7, 365 days a year and work predominately across Somerset, Bristol and the surrounding area. As a result of our expertise, our reputation has grown, and we frequently take cases from across the UK including many from the Royal Society for the Prevention of Cruelty to Animals (RSPCA) and the Wildlife Trusts. Our volunteer response drivers are equipped and trained to rescue all types of British mammals and birds, and bring them back to Secret World for treatment, or take them direct to the nearest veterinary surgery as appropriate. A staff team of around 45 works alongside a strong and committed volunteer workforce. Our new purpose-built Wildlife Treatment Centre provides an excellent working environment, alongside our wildlife rehabilitation facilities.

Background to the Role

Our maintenance team work across the whole organisation undertaking tasks such as site repairs, driving, maintaining company vehicles, shop fitting and ongoing repairs, enclosure repairs and any other duties required to facilitate the Charity. This is a hands-on role working with volunteers and supporting them to complete tasks as required. You will work under the direction of the Maintenance Manager and / or Head of Facilities. You will also need to work with staff across all departments to ensure tasks are completed in line with organisational policies, standards and in a timely manner. This job often requires you to work outside and sometimes in extreme weather conditions. You are required to follow strict SWWR Policies and Procedures, ensuring that high standards are met, and relationships with relevant organisations are maintained. Also, you will work alongside the Fundraising, Wildlife Care, Release Coordinator and Education teams, providing support to those departments when needed. You will be required to complete all training requested by the Charity at any time, both internal and external, on occasions.

Person Specification

		Level
Qualifications:	Good level of secondary education, reading and writing	Essential
Experience, skills and qualities:	<ul style="list-style-type: none"> • Experience in the animal / wildlife/ conservation sector • Empathy for and understanding of wildlife rescue/rehabilitation/release. • Motivated, enthusiastic, and self-starting • Good knowledge of GDPR, Safeguarding and Health and Safety • Good team working skills and experience to support and work collaboratively with staff and volunteers to obtain objectives. • Calm under pressure, adaptable at short notice, able to manage a diverse workload. • Able to work flexibly, including weekends, bank holidays and variable hours. • Able to undertake physical effort. • You will need to have self-discipline, be self-aware and have a good understanding of H&S and COSHH, risk assessments and understanding risks. • Experience of working for or with animal charities • A proven record of practical broad maintenance experience. • Basic knowledge of vehicle maintenance • An understanding of the voluntary sector and its challenges. • To be comfortable working at heights. • Competent in the safe use of power tools. • Work as part of a team and the ability to work in all weather conditions. • Good working practices including full use of PPE as required. • Tact, diplomacy and sensitivity. • Ability to prioritise and work unsupervised. • A full clean licence is required to drive company vehicles. 	<ul style="list-style-type: none"> • Desirable • Desirable • Essential • Essential • Essential • Essential • Essential • Essential • Desirable • Desirable • Desirable • Desirable • Essential • Desirable • Desirable • Desirable • Desirable • Essential • Essential • Essential

How to apply

Please send CV (maximum 2 pages) and a covering letter (maximum 1 page) that illustrates your applicable experience and explain why you are applying for the role, to jobs@secretworld.org

Initial and informal enquiries may be discussed please email jobs@secretworld.org to arrange this.

Closing date for applications: 14th April 2024

Indicative interview dates are: First interviews will be held the week beginning 15th April 2024

Advert

Maintenance Team member

Salary: Equivalent to NMW

Location: Highbridge, Somerset

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 a learning and outreach programme, public education and access to a unique wildlife experience; by delivering conservation projects and by disseminating data and delivering professional training to improve knowledge and raise standards of wildlife care across the UK.

The Charity operates a 24/7, 365 days a year, and operates across Somerset, Bristol and the surrounding area. A staff team of around 45 work alongside a strong and committed volunteer workforce. Staff and volunteer response drivers are equipped and trained to rescue all types of British mammals and birds. After appropriate veterinary care, these animals are rehabilitated on site and eventually released back to the wild. Our new purpose-built Wildlife Treatment Centre provides an excellent working environment, alongside our wildlife rehabilitation facilities.

We are looking to recruit a Maintenance Officer to support the Maintenance Manager to provide a first-class facilities/maintenance programme across our Highbridge site and multiple shops across Somerset to aid SWWR, in rescuing, rehabilitating, and releasing British wild animals.

The essential personal requirements of a suitable candidate include:

To assist in the delivery of a safe, secure, and well-maintained environment at Secret World's main site including other property interests for example the Charity's shops. To be directly involved in the cost-effective site and grounds maintenance of Secret World Wildlife Rescue Centre, its vehicles, general equipment, and Animal Care Services department specialist equipment. Ensure compliance with health and safety regulations, the Charity's policies and statutory standards.

Responsible to: Maintenance Manager

The postholder is expected to foster excellent working relationships with Wildlife Care Services employees, volunteers, and supporters. As a member of the Facilities Team, the postholder is also expected to work inclusively and collaboratively across the organisation with other employees. At all times working within the SWWR Behaviours Framework.

Main Responsibilities:

1. To be directly involved in the cost-effective maintenance of Secret World Wildlife Rescue Centre, its vehicles, general equipment, and Animal Care Services department specialist equipment.
2. To be directly involved in the cost-effective maintenance of Secret World Wildlife Rescue charity shops and to assist in collections of donated items and transport between shops, including general maintenance.
3. Maintain effective maintenance records including statutory testing and inspections to the agreed legislative standard and PAT testing (training will be given).
4. To be directly involved in the delivery of a rolling pre-planned maintenance programme.
5. To assist in the solution and remedy of emergency maintenance issues.

6. Be able to resolve minor maintenance issues whenever possible and when it is safe to do so.
7. To be actively involved with onsite waste including site clearance and emptying of bins, in accordance with SWWR policy.
8. To help and support animal care and the release coordinator in setting up offsite enclosures as required.
9. To be directly involved in the site ground maintenance and gardens.
10. To assist in the pre-event set-up and post-event clear-up for meetings, courses and other events (to include altering room layout and moving furniture as necessary).
11. Contribute to the Charity's fundraising drive, by co-operating to ensure that set piece events, such as public open days are supported in such a way as to provide a safe experience for all.
12. To undertake any other such duties as directed which may be appropriate in order to achieve the Charity's objectives.

Note:

This job description is not exhaustive and will be reviewed from time to time and amended. The postholder will receive regular reviews together with an annual job appraisal with the Maintenance Manager to review progress, job description and performance in post.

Employment Details:

Salary: Equivalent to NMW

Hours: 16 Hours per week

Probation: 6 months probationary period

Holidays: Holiday year runs from March - April. 30 days FTE

Benefits: SWWR provides a workplace pension to eligible employees, Employee Assistance Programme, E-learning opportunities and Staff discount scheme.

A current, clean driving licence is essential.

Please note you must have a legal right to work in the UK.

How to apply

Interested candidates should send a CV (maximum 2 pages) and a covering letter (maximum 1 page) that illustrates your applicable experience and explain why you are applying for the role, to jobs@secretworld.org

Shortlisted candidates will be asked to complete an application form.

Initial and informal enquiries may be discussed please email jobs@secretworld.org to arrange this.

Closing date for applications: 14th April 2024

Indicative interview dates: Week commencing 15th April 2024