



Seasonal Animal Encounter Guide job description

July – September 2022 (Potential work also during October school holidays)

Are you an enthusiastic confident, quick learner, that has a passion for animals, that is flexible and studying or qualified in level 2 or 3 Animal based studies?

As an Animal Encounter Guide, you'll play a key role in helping our customers learn about an array of animals including farm animals, invertebrates, reptiles, amphibians, wallabies, meerkats and smaller mammals. Your main role is to guide customers during their animal encounters, go in the enclosures, give a health and safety brief and talk confidentially about these animals, making sure our customers have the best time during their visit.

Please see our website for what you will be expected to run - <https://tapnellfarm.com/play/tapnell-farm-park/activities/animal-experiences>

Your role will include;

- Act as the main visitor experiences/ encounters guide during your shift
- Feeding and making sure all the Animals always have fresh water
- Keep animal enclosures clean, refreshed and safely secured
- Learning about the animals
- Preparation of food
- Providing enrichment for the animals
- Handling some animals for and with visitors
- Visually health checking the animals daily for signs of distress or ill health
- Occasionally helping with routine health care duties including brushing, nail/ hoof trimming
- Occasionally Assisting Keepers with daily husbandry tasks including monthly health checks, routine cleaning tasks, faecal sampling (tasks will change daily)
- Occasionally assisting with daily live animal shows and talks
- Potential to cover Keeper sick days and provide holiday cover
- Possibility of more hours within the farm park (not animal based).

The ideal candidate must;

- Be aged 18 years or over and hold a full drivers licence (or able to get to Tapnell on time, please note Tapnell is not on a regular bus route)
- Have a form of animal qualification or in the process studying for one
- Be very customer focused
- Be able to speak confidently to the public
- Have an enthusiastic personality
- An understanding of animal welfare
- Previous volunteer/work experience within animal husbandry
- Have been employed (preferred but not essential)
- Have a flexible approach to working hours to ensure animals needs are met. You will be expected to work weekends, be flexible with the hours given and at short notice



- Work without supervision as well as within the team effectively and follow clear instructions
- To work under pressure
- Have a passion to work with animals and a willingness to learn
- Be computer literate

Contract Terms;

- 2 week probation period to ensure our expectations are met and ensure the role is right for you.
- 8 hours guaranteed per week during July and August with additional holiday cover as and when required. As a holiday cover you will be expected to cover any of your days off but you will still be entitled to at least 2 days off per week.
- Flexible working approach. The encounter days you will be expected to work are Tuesdays and Saturdays, this subject to bookings taken.
- Holiday must be taken in advance.
- Start date as soon as possible (before 20th July)

If you would like to be considered for this role, please send your CV to the following email;

lucy@tapnellfarm.com

Closing date for this position is Friday 8th July. Interviews will take place week commencing Monday 11th July.