

<b>Head of Veterinary Services</b>	
<b>Grade C1</b>	<b>Veterinary</b>

<b>Reporting to:</b>	Chief Conservation Officer
<b>Direct reports:</b>	Veterinary Surgeon, Senior Veterinary Nurse, Registrar
<b>Working Pattern:</b>	37.5 hours per week, 5 out of 7 days, 0800 to 1700 during summer and 0800 to 1600 during winter, with one unpaid 60-minute break per day. There is a requirement to be on call on weekends, on a rota basis.
<b>Salary</b>	£55,000 per annum

## About Us:

Twycross Zoo is a fantastic conservation and education charity and historic organisation that has existed for over 60 years. At the heart of what we do, the reason we exist, is to be an influential conservation and education charity, delivering on our commitments to be visitor obsessed and provide world-class animal environments and levels of husbandry. Alongside this, we strive to be an effective charity with a commercial mindset, putting our people at the heart of the organisation.

Our teams work together across departments to deliver exceptional standards in animal welfare, conservation impact, and visitor engagement. Every role contributes to our wider mission.

## Key Purpose

To lead and develop veterinary services across the zoo, ensuring the highest standards of animal health, welfare, and preventative medicine.

The role plays a key leadership position within the wider animal and conservation teams, contributing to strategic planning, cross-departmental collaboration, and the delivery of Twycross Zoo's conservation and animal welfare objectives.

## Key Responsibilities:

### Leadership

- Provide clear leadership, direction, and motivation to the veterinary team, ensuring delivery against role requirements
- Contribute to Charity's strategy as part of the wider leadership team
- As part of the leadership team, promote a positive team culture and organisational success through effective communication, feedback, solution focus, and open leadership
- Ensure effective workforce planning, performance management, and succession development
- Hold accountability for the veterinary department budget
- Oversee the effective operation of veterinary facilities, equipment, and resources
- Support emergency planning and act as a member of the emergency response team for animal incidents, including firearms team participation where appropriate

## People, Culture and Development

- Foster and champion a collaborative, inclusive, and high-performance culture aligned with the Charity's values
- Support learning and professional development within the veterinary team
- Work closely with animal, conservation, education, and operational teams to deliver organisational goals
- Build strong internal relationships to ensure veterinary input is embedded in decision-making
- Work closely with the Chief Conservation Officer and Conservation leadership to track and deliver progress against the Zoo's Conservation Strategy
- Prepare and present reports to the Conservation and Ethics Committees and actively contribute to ethical review processes (internal and external)
- Act as a key point of contact for external stakeholders, including regulatory bodies, Nottingham University, and wider professional networks
- Contribute to activities that enhance the reputation of TZ and its key partners, including Nottingham University
- Communicate effectively with a wide range of stakeholders, adapting style as appropriate
- Contribute to organisational initiatives relating to wellbeing, EDI, and engagement

## **Animal Health, Welfare and Clinical Practice**

- As TZ's lead veterinary surgeon, manage clinical cases and emergencies, ensuring effective communication with the CCO, Curator, animal teams, and external practitioners
- Oversee and deliver high standards of preventative and reactive veterinary care
- Maintain a Programme of Preventative and Curative Veterinary Care, Pathology and Nutrition in line with the SSSZMP (2025)
- Ensure compliance with all relevant legislation, licensing requirements, and professional standards
- Supervise pre-export and import health screening for all animal movements
- Take responsibility for clinical oversight of animal moves, ensuring legal and regulatory compliance
- Advise on major disease risks and outbreaks (e.g. Avian Influenza), including preventative planning and response
- Keep up to date with developments in veterinary and animal health legislation and advise on compliance measures
- Lead on clinical governance, protocols, and continuous improvement
- Support evidence-based decision-making to optimise animal welfare
- Ensure all zoo procedures and protocols are consistently followed

## **Teaching and Research**

- Lead the Veterinary Surgeon in teaching of the final year student rotations for the University of Nottingham School of Veterinary Medicine and Science at TZ and participate in the assessment of students where necessary.
- Provide guidance and support for undergraduate and postgraduate veterinary research projects
- Initiate and contribute to case studies, research papers, and short communications
- Support the development of CPD and short course provision through the Global Conservation Centre
- Contribute to the KPIs of the Conservation Strategy through advancement of veterinary teaching and research
- Actively support the work and ambitions of the Global Conservation Centre

- Ensure appropriate material transfer, governance, and compliance for biological samples and post-mortem materials, including carcass disposition

## Key Skills and Requirements

### Essential

- Proven clinical ability - significant experience in a zoo veterinary practice within a zoological, wildlife or comparable setting and substantial knowledge of non-domestic animal
- Member or Fellow of the Royal College of Veterinary Surgeons
- Knowledge of zoo licensing requirements and relevant legislation
- Strong leadership and people management skills
- Hold appropriate OV qualifications to allow export of zoo animals outside of the UK
- Excellent communication and interpersonal skills, with the ability to influence and collaborate
- Able to maintain a calm approach, and influence a team, even when under great pressure.
- Proven track record in publishing research work of international quality, and originality in research, and enthusiasm for disseminating scientific knowledge
- Ability to work well in a highly multidisciplinary and applied field
- Strategic thinking and problem-solving capability
- Skilled in the use of medical ZIMS
- An understanding of the conservation role of the zoo, and where veterinary science can support TZ's conservation strategic goals
- Flexibility in working times and duties, and willing to give operational support to all departments during exceptionally busy times
- Resilience and adaptability in a dynamic environment

### Desirable

- ECZM (or ACZM) Zoo health management specialist (Diplomate)
- Experience teaching veterinary students and professionals
- Post graduate qualification in wildlife medicine or non-domestic species

### Why Join Us?

- Work at a leading conservation charity with a growing national impact.
- Lead transformative, large-scale biodiversity projects across a dynamic zoo estate.
- Be part of a passionate, supportive team making a real difference for UK wildlife.

### Benefits

Just some of the benefits include;

- 31 days annual leave, including bank holidays, increasing with service
- Life assurance from day one of employment
- Company sick pay from day one of absence, after 6 months service
- Health insurance after successfully completing your probationary period
- Access to the Employee Electric Vehicle Leasing Scheme, after successfully completing your probationary period
- Access to discount platform

The Twycross Zoo logo is a dark green rounded rectangle with the words 'TWYXCROSS ZOO' in white, bold, uppercase letters. The background of the page features faint, light grey silhouettes of a giraffe on the left, a bird in flight in the top right, and a monkey on the bottom right.

# TWYXCROSS ZOO

- Staff membership card giving you free entry to the zoo on your days off
- Complimentary Twycross Zoo ticket allowance for friends and family
- Discount in the Twycross Zoo gift shop
- Discount in Twycross Zoo food and beverage outlets
- Monthly recognition award scheme
- Access to employee assistance services
- Free parking

## **How to Apply**

To apply for this role, please submit your CV and cover letter to [human.resources@twycrosszoo.org](mailto:human.resources@twycrosszoo.org) by 5pm on Sunday 12 July 2026. Interviews will take place on Monday 20 and Wednesday 22 July.

All applications for this vacancy are to be submitted directly to the Company, and strictly no agency calls or agency CV submissions.