

Team Leader – Apes Conservation Grade B1

Reporting to:	Curator - Primates
Direct reports:	Animal Keepers x 10
Working Pattern:	Average 5 days out of 7 – 37.5 Hours (1 hour unpaid lunchbreak)
Gross Annual Salary:	£32,613

About Us:

Twycross Zoo is a fantastic conservation and education charity and historic organisation that has existed for 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 guest 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.

Key Objectives:

- To support the Curator in the running of the animal team, ensuring that all elements of animal and team management is carried out effectively and safely
- Responsible for ensuring the standards of work and presentation are of a consistently high standard, according to modern zoo practices
- Role modelling the company values in all areas of your work, ensuring the team feel empowered to consistently deliver outstanding experiences to our guests.

Key Responsibilities:

- Support the Curator in ensuring high standards of animal wellbeing and the presentation of all the zoo's relevant ape species. Regularly assess our animal management, recommending areas for improvement to the Curator.
- Ensures continued improvement of standards of animal care in line with best practice, SSSMZP and zoo licensing requirements, and inputting on ethical decisions. Attend external meetings and workshops where relevant to ensure animal knowledge is up to date and promote best practice at Twycross Zoo
- Provide excellent leadership, helping to embed a solution focussed approach to challenges whilst striving for a positive team culture and engagement.
- Support the Curator with team management including, but not limited to, rota management, training and development, performance and completion of formal HR processes as necessary.
- Deputising for the Curator when needed
- Assume Duty Animal Manager responsibilities on a rota basis with the other senior animal staff, including taking the lead role in the event of an animal emergency.
- Be part of the team ensuring the security of the zoo premises and grounds. This includes being a member of the firearms/recapture team unless medical or legislative reasons prohibit it.
- Ensure that the Zoo's policies, procedures, and protocols are followed at all times. Update and review all relevant Risk Assessments and Standard Operating Procedures as necessary.

- Ensure all animal records are correct and recorded by the team to the required standard. Ensure they are communicated across the organisation as required.
- Be proactive in the support and facilitation of work from other departments, including zoo-based research, conservation education and animal services. Show initiative in the suggestion of beneficial zoo-based research for the relevant species.
- Work closely with other departments such as veterinary and maintenance, taking a proactive approach where animal health and welfare is affected.
- Support the teams involved in project planning and implementation. Be willing to take an active role in species and exhibit planning.
- Understand the work of BIAZA and EAZA and play an active role where possible.
- Willing to be trained as a first aider and to be on call as part of the first aid duty rota.

About you:

- At least a BSc (or equivalent experience) in an animal or conservation related subject desirable.
- Achieved the DMZAA (or equivalent) qualification.
- High degree of specialist knowledge in the modern practices for the keeping of great apes in zoos, with the exception of primates.
- Up to date best practice knowledge for species management. High level of motivation in delivering these high standards and the pursuit of excellence.
- A proven ability in efficiently managing or supervising teams. Experienced in how to lead and inspire a variety of people with a flexible and calm working style.
- Has excellent time management skills with the ability to prioritise work; producing high quality work in an efficient and timely manner.
- A competent communicator at all levels across the society. Be appreciative and follow the need for confidentiality where appropriate.
- IT competent in MS Office and ZIMS. Be willing to train on software for species management, such as PMx.
- Knowledge of breeding programme management and the wider role of modern zoos in species and habitat conservation, with some understanding of species planning.
- Committed to supporting zoos in increasing our impact on species conservation.
- Flexibility in working times and duties is a key requirement.
- Physically able to complete section work as required

Why join Twycross Zoo?

You'll be part of a friendly, enthusiastic team driven by animal care, science and conservation. As a registered charity, every member of staff plays a direct role in our mission to protect wildlife and inspire future generations.

If you're looking for a meaningful role where your skills genuinely make a difference, this could be the perfect next step.

Benefits

Just some of the benefits include;

- 31 days annual leave, including bank holidays
- Life assurance



TWYXCROSS ZOO

- Company sick pay from day one of absence, once successfully completed probation period
- Access to discount platform
- 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 by 5pm by Saturday 16 May 2026.

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