

## Senior Conservation Education Ranger Grade B3

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| <b>Reporting to:</b>    | Conservation Education Team Leader - Informal         |
| <b>Direct reports:</b>  | None  |
| <b>Working Pattern:</b> | 5 days out of 7 (including weekend days) - 37.5 Hours |
| <b>Salary:</b>          | £25,132   |

### **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 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 deliver all informal education activities.
- Support the Conservation Education Department to implement the zoo's relevant strategies, with a focus on education and engagement for positive change.
- To educate visitors and drive engagement in the zoo's ambition to actively contribute to species survival as part of the 2030 Conservation Strategy.

### **Key Responsibilities:**

- Work closely with the relevant teams to coordinate the conservation engagement programme (Zoo Crew), to include resource development and delivery.
- Overall weekend supervision and weekday support for education team leader of the informal education delivery on site.
- Coordinate with the relevant teams to ensure that animal information and scheduling is accurate updated on the Twycross Zoo app and other advertisement.
- To support the education team leaders in the development of legal and educational interpretation.
- Support with ongoing monitoring and evaluation to ensure that education activities contribute to Twycross Zoo's strategic conservation goals. This includes regular audits of interpretation and review of talk scripts.
- Deliver booked educational experiences and events.
- Staff walkthrough habitats and facilitate visitor engagement.
- Handle enquiries from visitors in a professional and timely manner.
- Attend all relevant training.
- Ensure all zoo procedures, protocols and guidance is followed at all times.
- Maintain up-to-date knowledge of safeguarding.
- Ensuring the department leads by example by adhering to and promoting Twycross Zoo's sustainability agenda.

## **Key Skills and Requirements:**

- Zoo-related qualification at minimum of level 3 desirable.
- Ability to deliver a variety of work and be flexible in approach.
- Ability to form and maintain good professional relationships with others.
- Outgoing and approachable personality with a confidence to talk to people.
- Excellent presentation skills. Experience in presenting to large groups of people desirable.
- IT literate – Microsoft package, with other programmes used.
- Understanding and interest in wildlife conservation in relation to the modern zoo is a must.
- Flexibility in working times and duties is a key requirement as the zoo is a popular leisure attraction.
- Excellent customer service skills with a willingness to aid in supporting our operations team when requested.
- Ability to obtain a satisfactory DBS check

## **Why Join Us?**

You'll be part of a friendly, enthusiastic team driven by inspiring and engaging guests during their visits to Twycross Zoo. 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
- 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](mailto:human.resources@twycrosszoo.org) by 5pm Thursday 14<sup>th</sup> May 2026.

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