

COLCHESTER ZOO

Colchester Zoo is home to over 180 species and is dedicated to supporting conservation projects around the globe. As an award-winning visitor attraction with over 1 million guests visiting each year, each and every staff member at the zoo works together to ensure that our guests have an enjoyable and unforgettable experience.

Our mission is to provide guests with a first-class experience for all visitors and at the same time, further understanding and respect for all animals. Through visitors' funds, Colchester Zoo undertakes breeding programmes for endangered species and funds in situ projects around the world.

JOB TITLE: Handyperson

We are looking for a person to fill a vacancy that has arisen in the Maintenance Team at our award-winning zoo, East Anglia's premier tourist attraction.

As part of our organization's mission statement, we aim to provide guests with an excellent customer experience and the successful applicant will make a significant contribution to this by ensuring guests using our grounds experience the highest level of quality and service.

As a handyperson at Colchester Zoo your job will be carrying out simple repairs or general maintenance on buildings. Those repairs will be varied so having a broad range of craftsmanship and practical skills will prove useful.

The right person for this job must enjoy working inside and outside in all weather conditions. The work involves a lot of walking, lifting and bending and you will often have to wear waterproof and protective clothing. No two days are the same at Colchester Zoo.

You must want to work to promote and achieve the high standards of safety and quality compliance that Colchester Zoo demands for our guests, colleagues and animals.

You will have early starts and work can involve evenings, weekends and Bank Holidays.

This job is not just handywork – it is handywork in the wonderful surroundings and environment of Colchester Zoo and we are looking for the right person to join our team!

If you are:

- Hard-working and committed.
- Practical and methodical.
- Adaptable and willing to learn
- Patient and pay attention to detail.
- Fit enough and able to use a range of hand and power tools.
- Aware of health and safety issues.
- Work well alone and as part of a team.
- Environmentally aware.
- Calm when dealing with guest enquiries

we would love to hear from you!

KEY RESPONSIBILITIES

To liaise with Supervisor and other team members to perform the required daily operations and any grounds maintenance tasks deemed appropriate.

- Working across the sites to deliver a range of maintenance activities on time and to a high standard
- To ensure that the presentation of Colchester Zoo grounds gives the most favourable impression at all times
- Driving company vehicles
- Providing an excellent level of customer service
- Operating hand-held equipment and some machinery
- Reporting any damage or vandalism to the Supervisor.
- To ensure all necessary and appropriate standards have been implemented and are operating in accordance with the Company's Health & Safety Policy

SKILLS AND QUALIFICATIONS

- Punctual, hard-working and able to use own initiative
- A highly motivated individual with excellent general handywork skills
- Time management
- Excellent and clear communication skills
- Ability to work collaboratively within a team
- To work calmly and effectively in a high-pressure environment
- Knowledge of Health and Safety compliance
- Maintenance of records relating to tasks performed, timesheets, materials, vehicles and equipment.
- Ability to interact positively and professionally with the public, and colleagues

EXPERIENCE

- You should have experience of general handywork however full training will be given
- You don't need any formal qualifications to become a handyperson, however basic numeracy and literacy skills are important as is the ability to read and understand instructions.

WORKING HOURS:

- This is a permanent full time position 5 days per week
- Normal hours will be Monday – Friday 7am – 4.30pm
- Pay rate – to be discussed at interview and subject to successful completion of a three-month probation period.

DAY IN THE LIFE OF A HANDYPERSON

A handyman's day-to-day job is extremely varied and could see you fitting animal play equipment one day to fitting cupboards in one of catering outlets the next. It ultimately depends on what jobs are required, but some of your regular duties could include:

- Day to day repairs on animal enclosures, anything from replacing timber panelling to re fixing climbing ropes.
- Putting up new signage, and adaption plaques
- Hanging replacement doors
- Block paving repairs
- Repairs to one of our many playparks
- Repairs to roofs around the park
- Repairs to any of our numerous catering outlets
- Help in setting up for any of our award-winning special events

This job is very much a job where no two days will ever be the same. It is the perfect job for someone with a can-do attitude who is willing to learn new skills and find a solution to the problem presented.

HOW TO APPLY

If you are interested in applying, please complete the [Colchester Zoo Employment application form](#). Please ensure all sections of the application form are completed, do not enter 'Refer to CV'.

Send you CV and completed Employment Application Form to hr@colchesterzoo.org

Closing date is **24TH JUNE 2022**.

Please be aware that we will only process applications that include a completed application form and CV. We do have a lot of interest in our vacancies, if you have not heard from us after four weeks of submitting your application you should assume you have not been successful on the occasion.

**SECTION FOUR – Continuous Professional Development, other training, current study
(type in information)**

Qualification (Inc. grade)	School / University / Institution	Date Achieved

**SECTION FIVE – Membership of Professional Body, include any offices held
(type in information)**

Qualification (Inc. grade)	School / University / Institution	Date Achieved

SECTION SIX – CURRENT / MOST RECENT EMPLOYMENT (type in information)

Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

SECTION SEVEN – PREVIOUS EMPLOYMENT: (type in information)			
Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

PREVIOUS EMPLOYMENT CONTINUED... (type in information)			
Job Title:		Current Job:	
Employer:			
Start Date:		End Date:	
Salary:			
Main duties and responsibilities:			
Notice Period:			
Reason for leaving:			

PREVIOUS EMPLOYMENT CONTINUED... (type in information)				
Job Title	Employer	Start Date	Leave Date	Reason for leaving

GAPS IN EMPLOYMENT – please specify reasons and dates for any gaps in employment (type in information)

SUPPORTING INFORMATION - Please provide any information in support of your application. This should provide us with evidence of the skills, knowledge, personal attributes, competence and experience to carry out with the role for which you are applying (type in information)

REFERENCES – Please give the details of two referees, one should be your current or most recent employer (i.e. you line manager or Head of Department) References from family or friends are not accepted if you have an employment history (type in information)

Title:		First Name:	
Can the reference be contacted?		Surname:	
Job Title:			
Address:			
Email:		Telephone:	
Relationship:			

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Can the reference be contacted?		Surname:	
Job Title:			
Address:			
Email:		Telephone:	
Relationship:			

DISABILITY – Do you require any special arrangements to be made to participate in the selection process on account of a disability? If yes, please give brief details (type in information)

CONVICTIONS – Have you ever been convicted of a criminal offence i.e. cautions, reprimands or warnings? If yes, please give details of any unspent convictions.

DECLARATION: Please read carefully before signing this application

I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered. I agree that the organisation reserves the right to require me to undergo a medical examination. (Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor). I agree that this information will be retained in my personnel file during my employment and for up to six years thereafter and understand that information will be processed in accordance with the Data Protection Act. I agree that should I be successful with this application, I will, if required apply to the Criminal Records Bureau/Scottish Criminal Records Office for a basic disclosure. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the company, any offer of employment may be withdrawn or my employment terminated.

Signed:

Date: