



Kiwi
Conservation
Centre
Ngā Mokai a Tāne

POSITION DESCRIPTION

Kiwi Conservation Officer

Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve. Te Puia is the home of the NZ Māori Arts and Crafts Institute (NZMACI).

Te Puia is an iwi owned business that operates under the NZ Māori Arts and Crafts Vesting Act 2020. Te Puia generates most of its current revenues through visitor related activity. Te Puia has deep cultural legacies that it seeks to perpetuate, protect, and promote.

Te Puia seeks to be an employer who strongly supports the growth and development of its employees.

Te Puia strives to provide a supportive and proactive environment where employees gain satisfaction and enjoyment within their work environment and relationships while being well rewarded and recognised for their contribution.

CONTEXT

It is always imperative that manuhiri remain a central focus - without manuhiri Te Puia and /or NZMACI would not be able to exist.

TE PUIA VISION

To perpetuate excellence in Māori Arts, Crafts & Culture.

TE PUIA VALUES

Manaakitanga - Whanaungatanga – Kaitiakitanga

TE PUIA PRINCIPLES

<i>Teamwork:</i>	Consistently demonstrate an unselfish commitment to working with others to create a collaborative culture.
<i>Passion for Customer:</i>	A positive relationship through outstanding service with each and every interaction. Understanding our manuhiri and what they want.
<i>Integrity:</i>	Upholding the highest ethical standards and promote trust and respect.
<i>Excellence:</i>	Exceeding expectations and taking intense pride in everything that we do every day.
<i>Leadership:</i>	Having the courage to rise above challenges through adversity that will inspire others. Providing a supportive, safe, and healthy workplace.
<i>Innovation:</i>	Imagining what is possible and being brave. Fostering creativity that challenges constraints and drives progress. Being adaptive and flexible.
<i>Guardianship:</i>	Take care of the land, environment, and other assets for future generations.

Position reports to:

Kiwi Conservation Centre Manager

Direct reports to position:

Nil

Key Relationships (Internal):

GM Operations & Site Development; Te Puia Senior Management; Te Puia staff.

Key Relationships (External):

Manuhiri (visitors); Local community; Contractors; Tourism industry groups/partners.

Purpose of Position:	<p>To assist the Kiwi Conservation Centre Manager in the smooth and efficient daily operation of the Kiwi Conservation Centre by providing and maintaining the highest standards of animal husbandry, welfare, and exhibitory environments.</p> <p>To profile animal conservation, with a particular focus on Kiwi, to our Manuhiri (visitors) providing an excellent experience.</p>
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Key Tasks	Performance Standards
1. Kiwi Husbandry and general tasks	<ul style="list-style-type: none"> • To comply with all kiwi protocols and procedures outlined in the Kiwi Conservation Centre Standard Operating Procedures, and all relevant Kiwi Husbandry and Best Practice manuals, to ensure the highest husbandry standards are always met. • To present all display enclosures and viewing areas to the highest standards at all times. • To assist with routine health screening procedures on Kiwi • To prepare all food for Kiwi, wash food dishes and feed all kiwi daily. Accurately weigh residual kiwi food and record all details to monitor kiwi food consumption daily. • To visually check the general wellbeing of all kiwi and record activity throughout the day • Carry out thorough daily cleaning of all food preparation areas and cleanliness of building interiors, and enclosures. • To carry out regular maintenance of the outdoor kiwi breeding enclosure (e.g., dig overs, metal detecting & pruning). • To notify the Kiwi Conservation Centre Manager, or GM of any kiwi health emergencies, or urgent maintenance requirements. • To carry out routine kiwi data entry and general computer use. • To maintain a high standard of facility and equipment care as outlined by the Kiwi Conservation Centre Documents. • Ensure excellent visitor services through creating a welcoming environment and delivering keeper presentations several times daily • Food ordering/supply/storage and performing food provision and quality checks as required. • To carry out any other reasonable requests as advised by the direct reporting manager • To carry out pest control around designated areas on site
2. Gecko Care and general tasks	<ul style="list-style-type: none"> • To comply with all gecko husbandry protocols and procedures, outlined in SOP manual, to ensure the highest husbandry standards are achieved • To carry out routine health screening procedures on the geckos • To prepare all food for Geckos, wash food dishes and feed geckos • To visually check the general wellbeing of the geckos • To notify the Kiwi Conservation Centre Manager or GM regarding any gecko health emergencies, or urgent maintenance requirements.
3. Team Building	<ul style="list-style-type: none"> • Work closely with other members of the Kiwi Conservation Centre Team and Te Puia Staff in a way that encourages a harmonious, positive, motivated working relationship.
4. Rosters and Security	<ul style="list-style-type: none"> • Can work within a flexible roster (which will include weekend work and public holidays) – 7-day operation. • To have the ability to work overtime hours when required, and some night work. • To ensure and monitor that all statutory obligations are maintained. • To unlock and lock the Kiwi Conservation Centre facility on a regular rostered basis. • To ensure and monitor that all security measures are maintained in all enclosures always. • To monitor and ensure that all protective measures are observed and maintained, always.

	<ul style="list-style-type: none"> To ensure you comply with the Staff Handbook and Kiwi Conservation Centre documentation always.
5. Public Relations	<ul style="list-style-type: none"> To maintain a good relationship with external stakeholders within the zoological network, DOC Conservancies and community groups. To carry out public speaking to various groups and organisations both on and off site, regarding all Kiwi Conservation Centre activities, as directed To ensure kiwi house customers have the optimum level of interaction with staff while routine tasks are being performed and to provide accurate information to the visitors. To attend conferences, hui and workshops as directed, as part of your ongoing training and development programme. To present kiwi information to schools and other interested groups or sponsors to promote the Kiwi Conservation Centre and the work undertaken there. This may also involve close communication with the Marketing Team and involve the setting up of public displays for conservation week and other events. Assist with new educational projects and initiatives.
6. Research and industry involvement	<ul style="list-style-type: none"> To assist as required with any marketing initiatives for Te Puia Kiwi Conservation Centre, as directed. Actively contribute and cooperate with any ongoing research project of species under your care by collecting data/samples, providing access to the section/enclosures when and where feasible and safe. Actively participate in strategic planning and developing future opportunities for Te Puia within the conservation environment.
7. Record Keeping	<ul style="list-style-type: none"> To maintain true and accurate kiwi and gecko records /reports in all aspects of the Kiwi Conservation Centre, and be proficient in using ZIMS To weigh, measure and accurately record kiwi details and growth rates, and all other data that is specifically required for individual specimen records and or research projects. Daily observation of the kiwi, their habits, health and interactions; notifying direct reporting managers and veterinarian services of any abnormalities or concerns promptly.
8. Administration	<ul style="list-style-type: none"> Attend weekly meetings with staff and the GM All visitors receive a genuine, informative, interactive engaging experience, leaving feeling enriched Complaints are managed and dealt with quickly in a professional manner To participate in the planning and management aspects within your area and the organisation Knowledge and understanding of all roles with ability to fill in where required Regularly review operations systems and processes and make recommendation to Manager.

Person Specifications

- Have attained the certificate in Captive Animal Management, or Veterinary Nursing.
- Kiwi Accredited Handler Certificate (KAH) preferred.
- Have at least two years' experience in a zookeeping or conservation role.
- Significant knowledge of the biology and husbandry needs of the North Island Brown Kiwi.
- Specialist knowledge in all areas of kiwi husbandry or as advised (behaviour, exhibits, and display theming, kiwi nutrition, environmental or specialist management).
- Proficient computer literacy including Microsoft 365.
- Knowledge of current manuhiri experiences and operations at NZMACI/Te Puia and of the Whakarewarewa geothermal reserve and its flora/fauna.
- Respects other ethnic cultures and values.
- Physically fit and able to meet the demands of the role.
- Sets high standard for own work performance, works steadily and thoroughly without wasting time.
- Ability to multi-task and produce required outcomes in a timely manner.
- The ability to speak to visitors at a level of expertise that is understandable from a manuhiri experience perspective but also from a uniquely educational way.
- Demonstrates good time management skills. Is punctual and highly productive.
- Hard working, consistent and professional individual.
- Good communication skills (written and oral).
- Exceptional standard of personal presentation and hygiene at all times.
- Must be a team-player and also be able to work independently or unsupervised.

Other Specifications:

- *Creativity*: Develops innovative solutions to work related problems; identifies potential opportunities and ways to capitalize on them.
- *Relations with Others*: Is pleasant, cooperative, and gets along well with others. Keeps manager informed, reports problems promptly, and seeks guidance when needed. Develops and maintains a network of personal contacts within the organisation.
- *Self Confidence*: Asserts own point of view, even when it differs from others (e.g. manager's), shows confidence in own skills and capacity to complete tasks; seeks necessary resources for self and/or staff to work effectively.
- *Flexibility*: Adapts approach to fit with changing conditions, tasks, responsibilities, or people
- *Customer Service Orientation*: Is courteous, patient, pleasant, and helpful with customers; shows understanding for customers' concerns; takes actions to accommodate customer needs whenever possible.
- *Sensitivity*: Demonstrates an awareness of others' concerns, interests, and positions, and takes into consideration the impact that decisions and plans are likely to have on them.
- *Stability*: Performs stably while under pressure or in a changing work environment. Reliable.

- *Technical Skill/Knowledge*: Demonstrates sufficient level of understanding and skill in required technical area.
- *Written Communication*: Expresses ideas in writing clearly, with correct grammar and spelling, and in a well-organised way.
- *Verbal Communication*: Express ideas orally with clarity, appropriate grammar, pace, and nonverbal gestures; listens effectively.

Acknowledgement

I have read and understand the duties and responsibilities required of me within this role. I will endeavour to ensure, at all times, that my actions and behaviours contribute to the success of this role and that I make a significant contribution to the growth and development of Te Puia, and that I will, at all times, promote and uphold the organisations core kaupapa, objectives and plans with integrity.

Employee: _____

Signed: _____

Date: _____