

Bristol, Clifton and West of England Zoological Society Ltd

Job Description

Job Title:	Public Programme Coordinator
Department:	Public Engagement and Learning
Location:	Bristol Zoo Gardens and Wild Place Project
Reporting to:	Head of Public Engagement

Job Purpose

- To coordinate the planning, design, roll-out, maintenance and takedown of all elements of the public programme of temporary exhibits, events and activities, at both Bristol Zoo Gardens and Wild Place Project.
- This will be focused in particular on the celebration of the last year of Bristol Zoo Gardens being open to visitors and ensuring a memorable summer finale.

Main Duties

- Working closely with the Head of Public Engagement, Head of Marketing and Communications and Head of Commercial Operations, to plan a calendar of public programme of events, activities and exhibits throughout the year.
- Work with the Head of Public Engagement to identify relevant external partners.
- Consider how the public programme of events can contribute to the development of a permanent exhibition about Bristol Zoo Gardens in the Clifton Conservation Hub.
- Develop public programme briefs with wider stakeholders to determine project objectives in liaison with the Head of Public Engagement.
- Design and develop the programme elements, and coordinate production and delivery with relevant stakeholders.
- Create, on behalf of the Head of Public Engagement, detailed project budgets, schedules and scope to ensure satisfactory project outputs.
- Oversee the progress of public programme projects managing scope, budgets and schedules, escalating as necessary to the Head of Public Engagement.
- Identify, obtain quotes from, and brief suppliers and contractors as required by the project then co-ordinate and manage once on site.
- Carry out project administration duties.
- Organise and chair project meetings, determine and produce meeting schedules, agendas and minutes following up on identified action points.
- Manage where appropriate internal and external client expectations whilst keeping the Head of Public Engagement up to date on all progress.
- Ensure the projects are compliant with all internal and external work protocols and procedures to include quality control on completion of work
- Manage the day to day project communications and interaction both internally and externally on behalf of the Head of Public Engagement.

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- Carry out any other duties as may from time to time be considered necessary for the efficient and proper operation of the role within the competence of the post holder.

Key Performance Indicators

- A series of successfully delivered Public Programme elements, with great visitor engagement and feedback.
- A great celebration of Bristol Zoo Gardens, with material generated for the exhibition in the Clifton Conservation Hub.

Key Contacts – Internal & External

- Internal:
 - Report to the Head of Public Engagement.
 - Working closely with the Heads of Marketing & Communications and Commercial operations, Engagement & Learning Officers and the Volunteer section
 - Work with staff across the Society as appropriate in development, promotion and delivery of the sessions, activities and daily public engagement.
 - Ensure the Head of Public Engagement is consulted and updated on a regular basis.
 - Provide efficient and accurate oral and written reports as required.
- External:
 - All visitors to Bristol Zoo Gardens and Wild Place Project.
 - Oral and written communication is required when dealing with consultants, suppliers, contractors and partners.

Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by The Society
- Complete training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable

General

- Be aware of and adhere to Society policies at all times
- Take part in progress/performance reviews throughout the year

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- Cooperate with other Society departments
- Attend training courses as required to meet the requirements of the role
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

Notice period

The notice period required from the role holder is a minimum of 1 month

Working conditions

The basic hours for the role are 37.5 hours a week and there is an expectation of working weekdays and weekends on a rota; however flexibility is required.

The role holder will be required to work any additional hours necessary to satisfactorily fulfil the responsibilities of the role which includes some evening and weekend working. Time off in lieu may be taken by arrangement with your line manager.

Other

- Apply the Society values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of the Society
- There may be occasions when the role holder is requested to work in other company locations, or carry out other duties considered reasonable by the Society or its representatives.
- To reflect any changes within the Society during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with the role holder and confirmed in writing.

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Person Specification**

Public Programme Coordinator

Person Specification

Attributes	<i>Essential</i>	Desirable
Qualifications and specific training	Education to at least A-level, with good grades in maths and English	Project management qualifications
Experience	Demonstrable experience of project management and coordination, dealing with both internal and external clients, including the ability to work independently and with a team to deliver goals on time and within budget	Experience of working in a charitable conservation organisation.
Knowledge	A broad knowledge of appropriate modes and methods of engagement, and the various technologies and suppliers that are appropriate.	
Skills	Highly developed organisational and project management/coordination skills.	Practical crafting and production skills
Personal attributes	<p>Creative, outgoing, engaging, collaborative, proactive, with attention to detail and accuracy, and a focus on achieving stated outcomes for the intended visitor/audience.</p> <p>Excellent communicator able to engage with a wide variety of stakeholders at all levels inside and outside the organisation.</p>	<p>Have an interest in wildlife and conservation.</p> <p>Excellent contacts and professional networks. Good knowledge of persons qualified and appropriate to deliver certain elements.</p>
Additional requirements	Able to travel to both Society sites.	