



Work Experience Job Description – Animal Realm

Animal Wrangler: to implement high standards of animal husbandry, presentation and customer care. Attention to detail, enthusiasm and energy essential in maintaining high standards.

General Responsibilities:

Customer Care, providing the best possible service and entertainment for our visitors;

Ensuring personal, staff and customer safety through correct Health and Safety practices;

Specific Responsibilities:

Animal husbandry to provide a high level of welfare for each individual creature including cleaning out, feeding, monitoring health etc;

Entertainment of visitors within the Animal Section including Close Encounters sessions.

Care of equipment within the Animal Realm section including daily tidying and cleaning of the working environment;

Other duties as required for the operation of the business.

Hours and Days of Working:

Monday to Friday, 9am – 4pm with an hour lunch break

Clothing

We will supply you with a polo shirt and sweatshirt. Waterproof coats are also available. Black jeans/ trousers are required along with dark/black footwear suitable for the job.

Please remember on your last day with us to bring a change of clothes so that you can leave the uniform with us!

Facial piercings are not accepted and must be removed.

General Information

Crealy is a family owned and run business. The Devon Park opened in 1989, and has since welcomed hundreds of thousands of visitors. In April 2004, Cornwall's Crealy Great Adventure Park opened, between Newquay and Wadebridge, spreading Maximum Fun across the entire South West.

All of our staff know how important it is to provide the right environment for our visitors. While you are on work experience you will always have someone on hand to help and support you. You will be assigned a mentor to support you and answer any questions you may have. However, while you are here you will be expected to live up to the same high standards of behaviour that we expect from all our staff.

Important Information

- Crealy is covered by full public liability insurance, a copy of which can be sent to you on request. You will need to have reliable transport arrangements to and from work.
- When you arrive on your first day of work experience report to reception and ask for Ali Ofield. Once on park you will have your Park Induction.
- There is a staff canteen for you to take a break in. (Whilst on work experience you will receive the staff benefit of 20% off all food purchases).
- Crealy Operates a No Smoking Policy for anyone under the age of 18, and has designated smoking areas for both staff and guests. Anyone under the age of 18 found smoking will be sent home.
- All personal possessions of Crealy staff, apart from those in offices, shall be deposited in the lockers available in the Staff Room prior to entering the park at the start of a shift. Crealy management accepts no responsibility for any loss or damage to staff belongings if this rule is not adhered to. If a member of staff requires their bag on park this must be cleared with the employees Line Manager. In most cases this is only for medical reasons. Bags are not permitted onto the Park purely because a member of staff does not wish to walk to their bag at their break. Bags are therefore not permitted in any workstation or catering unit.
- The use of mobile phones during shift is strictly forbidden. Any member of staff found to be using their phone whilst at a ride station are showing negligence to the Health and Safety of our Guests. This is considered to be Gross Misconduct and will result in disciplinary action and dismissal. Staff are allowed to use mobile phones during their break times, however any use of mobile phones should be out of the view of customers and the public. Any member of staff who requires their mobile phone throughout the shift for emergency purposes or for any other reason should inform their Line Manager. If a member of staff is found to be using their mobile phone on Park they will automatically have their phone confiscated. Any Crealy Supervisor or member of the Management and Admin Team are able to confiscate the phone. The item will be handed to the employees Line Manager and will be returned at the end of the day. Constant rule breaking will result in disciplinary action being taken.

- If your school or college has given you a Work Experience Diary please bring it with you so that you can complete it whilst you work. If you need any documents signed please also bring these in for either Ali or your mentor to sign.

If you have any questions or would like more information, please contact Ali on the details below:

Ali Ofield

Animal Realm Deputy Manager & Work Experience Co-ordinator

Maximum Fun Ltd. T/A

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Exeter

Devon

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We look forward to welcoming you to Crealy!