



Director of Park Operations

Marwell Wildlife has an exciting opportunity for a Director of Park Operations to join the senior leadership team, working 35 hours per week.

The Director of Park Operations is responsible for ensuring the effective, efficient, and safe operation of the park and the upkeep of the physical assets.

Our ideal candidate will have experience in a senior operations role and strong track record in facilities management.

Full details of this role can be found in the role profile below.

If you would like to join our unique and vibrant organisation to become a part of the Marwell Family, please send a completed application form to jobs@marwell.org.uk.

Salary: £65,000 per annum

Closing Date: 09 February 2025

Provisional 1st Stage Interview Date: 17 February 2025

Director of Park Operations

Reports to: Chief Executive (CEO)

About Marwell Wildlife

Marwell Wildlife is a leading conservation organization and award-winning visitor attraction dedicated to conserving biodiversity and promoting sustainability. Situated in the beautiful Hampshire countryside, we inspire over half a million visitors annually with our conservation work and efforts to create a sustainable future.

Overview:

The Director of Park Operations is a pivotal directorship position at Marwell Wildlife, responsible for ensuring the effective, efficient, and safe operation of the park and the upkeep of the physical assets.

This position holds responsibility for the delivery of Maintenance, Environmental Services, Park Services, Guest Operations, Health and Safety, Security, and Risk Management functions and their operational budgets.

It also holds the oversight of capital development projects, taking an active role to ensure projects are delivered in a timely fashion, within an agreed budget.

Reporting to the CEO, the Director of Park Operations will foster a culture of excellence, safety, sustainability, and guest and staff satisfaction while upholding the organisation's mission.

Key Responsibilities

Leadership and Strategy

- Develop and implement operational strategies to ensure a great guest experience, support environmental sustainability, and deliver operational efficiency.
- Deliver strategic changes that will enhance a positive in-park guest experience (car parking, crowd control, guest flow, incident management, first aid provision, accessibility), proficient estate management, efficient and future-fit facilities management and digital transformation.
- Provide leadership by example and direction to a multidisciplinary team, fostering collaboration, professional growth, and high performance.
- Provide people management to a team of 5; Head of Projects, Infrastructure Manager, Park Services Manager and 2 x Park Operations Managers.
- Contribute to the overall strategic direction of Marwell Wildlife as a member of the executive leadership team.
- Lead a collaborative approach to cross departmental working with animal care and commercial teams to ensure best results from projects, day to day requirements and foster a culture of open communication and continuous operational improvement.
- To be an engaged and effective member of the Executive Team, contributing to the holistic management and strategic direction of Marwell Wildlife.
- Be a professional advocate and ambassador, build and develop positive and strategic relationships with relevant statutory authorities, both in governmental, zoological and wider partnership arenas.
- Produce a variety of reports and strategic documents, and present at meetings internal and external.

- Evaluate and develop team structure, capacity and capability to ensure effective use of our resources.
- Provide team leadership, management, development, coaching and mentoring of staff.
- Contribute to the setting of organisational objectives, and strategy.
- Attend and participate in Board Meetings.
- Provide advice and support for other departments as needed.
- Ensure the health, safety, security and wellbeing of staff, volunteers, students, visitors, and contractors.

Maintenance:

- Oversee the maintenance of all park facilities, ensuring they are safe, well-maintained, and align with sustainability goals where possible.
- Line manage the Infrastructure Manager, who oversees a schedule of planned preventative maintenance, major maintenance projects and reactive repairs.
- Ensure clear communication with all areas of the organisation regarding maintenance issues, particularly where they will have an impact on others, for example, animal teams or commercial teams.
- Ensure the collation and upkeep of suitable statutory documents pertaining to our physical assets and buildings so that we are compliant with all relevant legislation. This should include, but not be limited to, an asset register, records of mandatory testing and a log of service records for various pieces of equipment.

Environmental Services:

- Oversee the provision of Environmental Services at Marwell zoo including cleaning and waste provision.
- Ensure legislative compliance with regards to waste disposal and other environmental considerations (e.g. consent to discharge licensing) working collaboratively with the Head of Sustainability.

Guest Operations and Duty Management:

- Oversee daily park operations, ensuring effective coordination of teams to deliver exceptional guest experiences in a safe well-maintained environment.
- Lead all park operations function, including daily management, peak-season car parking teams, operation of the road train and staffing of any key areas of the park not covered by commercial or animal teams.
- Work with the Events Team to plan and execute in park events with safe and efficient operation, including completion of event risk assessments.
- Respond to on-site guest incidents and complaints.
- Oversee provision of first aid to both guests and staff
- Act as a senior Duty Manager, providing cover and team direction during peak times and events, and addressing operational challenges in real-time when this is required.

Park Services

- Line manage the Park Services Manager and provide direction to the wider team.
- Work to ensure efficiency of all processes and practises

Health, Safety, Security and Risk Management

- Deliver a positive and safety-first Health and Safety culture at Marwell, alongside fellow Directors and the Board of Trustees

- Be responsible for the Health and Safety Management System, regularly liaising with the Board (at planned meetings) and more regularly with the Chief Executive on performance and areas for improvement
- Ensure regular review of all relevant policies and processes in line with best practise. This is to include health and safety of employees undergoing foreign travel as part of their job roles.
- Oversee all security operations to protect guests, staff, and assets. Liaise with third party contractors and service providers to ensure best service and best value, and ensure the park has an appropriate level of security coverage.
- Lead risk management initiatives, including the development and testing of contingency plans for emergencies, and the delivery of a revised and up to date Business Continuity Plan
- Working with the Health and Safety Manager and Security Manager, develop and maintain a Marwell Wildlife Security Management System to cover incident responses for Critical, Major and Minor incidents including robust crisis management procedures and command structures.
- Act as Silver Command in the event of a significant security incident on site.

Capital Development Projects

- Liaise with the Chief Executive and other internal stakeholders to determine budgets, programmes of work and scheduling, considering other operational factors and pressures.
- Work with external contractors and internal stakeholders to ensure best price and value from project briefs and a safe and sensible pattern of work
- Provide regular updates at exec and board meeting on progress of capital development projects, both in regard to timing and budget parameters.
- Ensure on and offsite project contractors are working under suitable permits and CDM regulations, working with the Head of Projects, Safety and Security.

Financial Dimensions

- Overall responsibility and effective management of the Directorates budget, including budget setting
- Contribute to organisational business planning and budgeting process
- Be an authorised signatory

Essential Skills and Experience:

- Proven experience in a senior operations role, ideally within the visitor attractions, leisure, or conservation sectors.
- Strong track record in facilities management, and health and safety leadership.
- Be committed to working in a way that supports environmental sustainability,
- Demonstrated ability to lead multidisciplinary teams in a dynamic, customer-focused environment.
- Excellent organisational and project management skills with the ability to prioritise competing demands.
- Strong knowledge of health and safety regulations, risk management, and security protocols.
- Excellent communication skills
- Effective management of budget and resources
- Exceptional coaching and mentoring skills



- Ability to address complex issues, make critical decisions and apply sound value judgements

Personal Attributes:

- Passionate about conservation, sustainability, and delivering exceptional guest experiences.
- Motivational leader with excellent interpersonal and communication skills.
- Solution-oriented and leads by example
- Resilient under pressure and comfortable managing expectations
- Commitment to Marwell Wildlife's mission and values
- Visionary, creative and strategic thinker