

**SKILLS FRAMEWORK FOR TOURISM
SKILLS MAP - HEAD KEEPER/HEAD AQUARIST**

Sector	Tourism	
Sub-Sector	Attractions	
Track	Attractions Management and Operations	
Occupation	Keeper/Aquarist Professional	
Job Role	Head Keeper/Head Aquarist	
Job Role Description	<p>The Head Keeper/Head Aquarist oversees the care and management of wildlife within the organisation/attractions sites. He/She assumes responsibility for the living conditions of the wildlife on-site, determines the type of enclosures to be used for each type of wildlife and ensures the smooth running of the enclosures. He is also responsible for the training and behavioural conditioning of wildlife as well as the transport and acclimatisation of animal specimens. He supervises the acquisition and disposition of wildlife and provides the wildlife under his care with a comfortable and healthy lifestyle. He also oversees the training of staff, volunteers and interns, and oversees team projects covering all aspects of wildlife care within the organisation. Additionally, he works with education and programmes department to develop and execute visitor education programmes about wildlife and their natural habitats. He may be required to guide animal show presenters on animal handling and training.</p> <p>Detail-oriented with a strong passion for animals, he is attentive to the needs of the wildlife under his care, and leverages his strong interpersonal skills to manage his team effectively. He serves as a mentor to direct reports on all aspects of zoo- and aquarium-keeping within the organisation.</p> <p>He works on a rota to cover all periods including weekends and public holidays and also be on an on-call rota. He often stays outdoors for long periods of time even through inclement weather, and may need a driving licence if he is working in a large zoo or safari park. He may also need a scuba-diving licence if working in an aquarium.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Perform animal husbandry and nutrition care	Collaborate with nutritionists to develop nutrition plans for animals
		Review animal welfare assessments
		Collaborate with veterinarians to determine animal treatment and medicine
		Supervise animal transactions and quarantines
		Advise on animal enclosure assimilation measures
		Advise on pre-natal, gestational and post-natal animal care
		Review animal census and/or inventory to ensure animals are all accounted for
	Perform animal conditioning	Design structured animal conditioning and enrichment programmes
		Supervise animal training programmes
		Evaluate effectiveness of animal training programmes
	Perform animal enclosure management	Advise on modern zoos and/or aquariums, animal housing and exhibit designs
		Design animal habitats to simulate natural conditions
Develop enclosure renovation and/or refurbishment schedules		
Inspect cleanliness of animal enclosures		

		Supervise preparation of animal quarantine areas		
		Develop animal escape emergency protocols		
	Support attractions operations	Develop tours and other visitor activities		
		Address animal-related queries		
		Evaluate effectiveness of crowd control methods to determine areas for improvement		
		Apply digital technology to enhance attractions experience		
		Provide feedback to management team on improving ground operations		
	Manage departmental operations	Identify staff training needs		
		Plan staff rosters		
		Develop emergency protocols for keepers		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Accident and Incident Response Management	Level 4	Decision Making	Intermediate
	Animal Conditioning and Enrichment	Level 4	Developing People	Advanced
	Animal Habitat Management	Level 4	Interpersonal Skills	Advanced
	Animal Husbandry and Nutrition	Level 4	Problem Solving	Advanced
	Animal Transaction	Level 4	Resource Management	Advanced
	Attractions Guest Relations Management	Level 3		
	Attractions Programme Development	Level 4		
	Business Continuity Planning	Level 4		
	Corporate Governance	Level 4		
	Crowd Control and Planning	Level 4		
	Knowledge Management	Level 4		
	Learning and Development	Level 4		
	Manpower Planning	Level 4		
	Organisational Vision, Mission and Values Formulation	Level 4		
	Risk Management and Administration	Level 4		
	Service Excellence	Level 4		
Stakeholder Management	Level 4			

	Strategy Implementation	Level 4	
	Strategy Planning	Level 4	
	Succession Planning	Level 4	
	Technology Application	Level 4	
	Technology Scanning	Level 4	
	Workplace Safety and Health Performance Management	Level 4	
Programme Listing	For a list of Training Programmes available for the Tourism sector, please visit www.skillsfuture.sg/skills-framework/tourism		

The information contained in this document serves as a guide.