



European Association of Zoos and Aquaria

Vacancy: EAZA Accreditation Coordinator

Location: Amsterdam

Deadline: 28 July 2024

Founded in 1992, EAZA (www.eaza.net) is the world's largest regional zoo and aquarium association. Driven by our vision "*Progressive zoos and aquariums saving species together with you*", we enable the collaboration of more than 400 Members (zoos and aquariums, national zoo federations and other organisations) in 48 countries, including 25 EU Member States, in the areas of animal population management, animal welfare, conservation, education and research.

The day-to-day work of the Association is managed by the EAZA Executive Office (EEO), with a dedicated team of around thirty staff members. Our main office is in Amsterdam with a satellite office in Brussels and other EEO Team Members located in EAZA Member facilities around Europe. We are a passionate, international team that cares deeply about our work and are committed to conservation, animal welfare and the development of zoos and aquariums across the world.

Job Description

As Accreditation Coordinator, you are a vital member of the Member Development Team and ensure that the contact with institutional and associate members is positive and professional. You will ensure that members are well communicated to, administration of their accreditation documents are reviewed in a timely manner and the accreditation screenings are consistent, well managed and carried out within agreed-upon timelines. You will develop the screeners team and work on processes to improve and streamline the accreditation process.

Duties and Responsibilities

Facilitating the New Member Application process

- Coordination of EAZA Accreditation Programme with a shared responsibility for new and existing members, to meet agreed targets;
- Organise and administer agreed numbers of screening missions per year, including making travel bookings, creating detailed schedules, communicating with facility, screeners and other rapporteurs, managing reimbursement requests and post-screening 'grace period' follow up for existing Members (interim reports, screener input);
- Act as a rapporteur on site for between 12-19 screening missions per year (depending upon shared and agreed upon responsibilities within the Accreditation Team). It is the role of a rapporteur to lead the mission, serving as the main spokesperson for the Screening Team, noting all their observations and subsequently compiling the report for the Membership and Ethics Committee;
- Collate and organise screening documentation for delivery to the Membership and Ethics Committee on agreed upon timetables;
- Coordinate administrative and liaison work for Temporary Members of EAZA, including managing progress reports and re-screening missions as required, and providing updates to the Membership and Ethics Committee;

- Maintain an overview of accreditation of all existing Members in conjunction with other members of the Accreditation team;
- Responsibility for maintaining a panel of Accreditation screeners from the membership in conjunction with other members of the Accreditation team;
- Assist in data extraction and management for analysis and administration of the Accreditation programme;
- Primary responsibility for data entry and management of membership related information in the Customer Relations Management system (Dynamics);
- Supporting the Director of Member Development on administrative tasks related to the Membership and Ethics Committee, including sending screening reports for approval, collating meeting documents, preparing agendas and writing minutes
- Administering the EAZA Screener Training Programme including updating the course materials and tracking completion by screeners
- Primary responsibility for enacting the EAZA Complaints process in line with policies and at the direction of the Director of Member Development
- Other Accreditation related responsibilities as agreed with the Director of Member Development

EAZA operations

- Minutes for M&E, Council or AGM meetings as requested
- Contribute to various ongoing tasks in the Member Development Team

Required Qualifications and Experience

Qualification and experience requirements

- The successful candidate will be educated to a minimum of degree level or equivalent. A degree in a related discipline such as zoology or biology is preferred;
- A minimum of three years of experience of working with diverse stakeholders, preferably in the zoo and aquarium community, and ideally for an EAZA Member institution;
- Fluent written and spoken English is essential. The ability to communicate in another European language is preferred;
- Candidates must be able to work collaboratively to produce reports to given specifications;
- Candidates must be prepared for 20-25 international trips per year;
- Experience with Office365 programmes is essential; Experience with Trello, travel coordination and management is preferred.

Other function information

- Candidates with experience of working with a membership-based association, ideally with experience of accreditation processes will be preferred;
- Candidates with practical zoo experience will be preferred;
- The role will contribute to other departmental and cross-departmental topics as required and appropriate. This can, where relevant, assist with preparation related to conferences and other general tasks in the office that can reasonably be assigned;
- This position involves significant international travel (up to 45%), regular evenings and occasional weekends.

Competencies

The successful candidate should have – or be able to develop – the following personal competencies:

- **Proactive and progressive:** Being forward thinking and taking initiative within scope of responsibility. Using knowledge and experience to lead to the best result for EAZA.
- **Professional:** Demonstrating reliability, consistency, transparency, inclusivity and honesty in your actions. Being fact-based, accountable and maintaining confidentiality. Respecting cultural and experiential differences and positively representing EAZA.
- **Result Oriented:** Able to take concrete and targeted actions to meet agreed results and continuously add value for EAZA and its Members.
- **Adaptable:** Adapting quickly and with agility to new, ad hoc and emerging situations and ways of working.
- **Attentive to detail:** Able to handle detailed information consistently and effectively.
- **Organised:** Determining own goals and priorities across multiple tasks and indicating the actions, time and resources needed to achieve these goals. Keeping on track and on time to meet deadlines, even under pressure.
- **Interpersonal skills:** Able to work with a wide range of new people across multiple cultures, lead newly formed teams and speak truth to power. Able to manage challenging interpersonal situations with professionalism, empathy, tact and confidentiality.
- **Technology Fluent:** Able to use and adapt to existing and new tools and technologies appropriate to the job description e.g. Office365, CRM, Trello, finance systems.

Employment Conditions

The position of EAZA Accreditation Coordinator is a full-time post working five days a week (38 hours) and to be based at the Amsterdam EAZA Executive Office (remote working will not be considered). EAZA operates a general three days in the office, two days at home work rota. Equipment is provided for safe and healthy home working.

The successful candidate will also be expected to work weekends and outside normal working hours where required, for example at conferences and occasionally for screenings. There will be significant travel, including approximately 12-19 accreditation screenings per year, plus conferences and meetings.

There is a holiday allowance of 25 days a year and a company pension is available. An initial one-year contract is offered, with a permanent contract to follow after a positive appraisal. The gross starting salary offered is in the range €2,962 to €3,021 per month. EAZA pays an 8% holiday allowance in May which will bring the annual gross salary to €38,000 - €39,000. Additionally, EAZA pays a tax-free home-work travel allowance and home working allowance.

You must be an EU national or hold an EU work permit to be eligible to apply for this role.

Applications

If you are interested in the position, please send your CV and cover letter for the attention of April Adams at jobs@eaza.net with the subject line "Accreditation Coordinator (Existing Members) - [your name]". All applications received will be acknowledged by a return email. We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

Application deadline: 28 July 2024, midnight (Central European Time)

The first round of interviews will likely take place in Amsterdam (or online) in the latter half of August.

We look forward to receiving your application!

