

European Association of Zoos and Aquaria



Vacancy: EAZA Academy Manager
Location: Amsterdam
Deadline: 20 October 2023

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.

Job Description

As EAZA Academy Manager, you are a vital member of the Member Development Team and responsible for developing and advancing professional development activities under the Academy banner. You will ensure that EAZA Academy produces courses of high-quality content, clear learning outcomes, relevant information and via appropriate delivery methods. You will ensure the smooth running of in person and online courses so that participants and tutors have an easy experience in addition to quality learning. You will be the liaison for tutors, participants, and hosts and deliver courses on time and within budget according to agreed revenue targets. You will expand the Academy offer with new topics and new delivery methods driven by the needs of the community determined via evaluation in order to continuously add value to EAZA Membership. You will also manage a developing Academy team.

You will also be the liaison for the Conservation Education Committee and help to drive the Committee forward on their strategy goals. You will also be the point person for the bi-yearly EAZA Education Conference, working with the Committee and hosts on programming and with the EAZA Events Coordinator for event logistics. You are also the liaison for the Horticulture Working Group.

Duties and Responsibilities

Coordinating the EAZA Professional Development Offer:

- Proactively identify training needs, trends and opportunities and developing appropriate learning to fulfil these needs
- Developing content and resources with community experts to support Members achieving the standards
- Ensuring that the EAZA Academy is recognized as an expert and quality learning provider for zoo and aquarium professionals
- Promotion of EAZA Academy activities
- Quality Learning Provision
- Clearly defined and appropriate learning outcomes
- Appropriate delivery methods and learning approaches
- Working with tutors to ensure effective teaching
- Removing barriers and making training accessible to all cultures, languages and levels of staff
- High levels of satisfaction on knowledge/ skills/confidence in participant surveys

Stakeholder learning experience

- Deliver quality training experience

- Efficient and effective communication to all stakeholders
- Host management from proposal to final budget sign off
- Welcoming and engaging online learning environment
- High levels of satisfaction on experience in participant and tutor surveys
- Growth, via attendees and offer
- Exploring the creation of a Learning Management System

Budgetary management and Revenue Development

- Responsibility of course budgets for all Academy courses
- Revenue development for Academy, meeting agreed upon targets
- Grant writing for external funding proposals as agreed upon
- Participation with larger, international zoo/aquarium professional development projects (Erasmus+, Interzoo)
- General promotion and contact for Conservation Education activities
- Standards development and updating
- Serve as liaison for the Conservation Education Committee including administrative work
- EEO Liaison for Horticulture WG

Event Planning – Education Conference

- Supporting the Conservation Education Committee on programme and content creation
- Abstract management
- Communication and promotion of related events
- Any other conference related tasks that can reasonably be required

Staff Management

- Direct line management of 1.0 FTE Academy Coordinator (externally funded)

EAZA operations

- Responsible for updating public facing website on topics of Academy and CEC
- Responsible for updating the CRM on Academy and CEC related activities
- Supporting office manager on EEO based course related preparations
- Where relevant, assisting with preparation of conferences and other tasks carried out by the EEO.

Required Qualifications and Experience

Qualification and experience requirements

- The successful candidate will be educated to a master's degree or equivalent.
- Five years of experience of working with diverse stakeholders related to professional development, training or similar field. Experience or affinity with the zoo/aquarium community is a plus.
- Experience leading a team or department, with strategic, operational and facilitative leadership is preferred
- Fluent written and spoken English is essential. The ability to communicate in another European language is preferred;
- Able to use and adapt to existing and new tools and technologies appropriate to the job description e.g. Office365, CRM, Trello, Strappi, STQ/AQ, finance and HR systems is preferred

Other function information

- Candidates with experience of working with a membership-based association, ideally with experience of accreditation processes, events and/or professional development
- 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.

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.
- **Organized:** 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 people across multiple cultures. Managing relationships with professionalism, empathy and tact.
- **Team management skills:** Collaboratively determining goals and priorities for the department/team and those in it. Ability to allocate the actions, time and resources needed to achieve these goals.
- **Financial management skills:** Able to estimate, justify and manage appropriate funding to support EAZA activities.
- **Project management skills:** Working collaboratively to achieve agreed goals and priorities; indicating the actions, time and resources needed to achieve these goals, in relation to specific projects. Ability to manage the project through to outcome(s) [result(s)] and evaluation.
- **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 Academy Manager is a full-time post working five days a week (38 hours) and to be based at the Amsterdam EAZA Executive Office (a remote position 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.

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 salary offered is €3,179.88 per month. Additionally, EAZA pays an 8% holiday allowance in May which will bring the annual salary to €41,200.

EAZA offers a flexible work arrangement with a mix of in-office and remote work. We provide the necessary equipment for a safe and comfortable home office setup. Occasionally, you may be required to work outside regular hours for events such as conferences.

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 "Academy Manager – [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: 20 October 2023, midnight (Central European Time)

The first round of interviews will likely take place in Amsterdam during the week commencing 30 October 2023.

We look forward to receiving your application!