JOB DESCRIPTION

Job Title: Head of Animal Operations
Department: Animal Care & Re-homing
Reports to: Nominated Trustee
Direct Line Manager for: Animal Care Manager, Intake and Home Visit Coordinator, Re-homers
Countersigning Manager for: Behaviorists, Behaviour and Assessor Trained Animal Carers and Animal Carers.

Grade 5

Bath Cats and Dogs Home is committed to the welfare of companion animals; to rescue, rehabilitate and re-home pets who are unwanted and far too often neglected or mistreated and to promote responsible pet ownership through education.

All staff are committed to deliver first class customer care to all visitors and supporters (throughout daily activities) in order for the Home to successfully continue to re-home animals and to have the long term support of the communities we operate within.

1. Purpose of the job

To be a figurehead for the Home, responsible for welfare of all animals, working for the betterment of the Home internally and externally.

To strategically plan and manage all animal related charitable activities in order to successfully achieve charitable objectives of rescuing, re-homing and rehabilitation of companion animals.

To inspire lead and motivate animal welfare, veterinary and re-homing teams toward delivering the highest standards of animal welfare and delivering high levels of expertise when re-homing animals.

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2. Principle tasks

- Responsible for advancing policies and processes within scope of role and spearheading the Home as a centre of excellence to include working with the board of Trustees to deliver strategy, and timely reporting of the same. Not least to include ensuring dissemination and ongoing compliance with trustee directives.

- To maintain develop and retain the standards of the Homes animal behavioural reputation.

- Relationship management with RSPCA not least to include other branches and RSPCA BSS with regard to animal welfare.

- Developing and managing external relationships with relevant/appropriate animal welfare and behaviour experts.

- Own and manage external relationships to ensure the Home remains compliant with current legislation.

- Ensuring compliance at all times with necessary/required licensing standards.

- Writing and implementing strategic plans related to re-homing animals. Developing and implementing short and long term strategic plans in order to achieve best practices in animal welfare and re-homing, with continuous development and reporting against progress.

- Analysis and performance management with reporting on the same, not least to include statistical analysis of animal intake and returns leading to informed strategic decision making with continual review of performance levels.

- Budget forecasting and management for all animal related cost centres.

- Provision of weekly animal specific income reconciliation to Finance Manager.

- Work with the Head of Communications to plan and implement delivery of strategic objectives re-homing, educations and campaigning.

  - Proactively work with peer managers on overall strategy and day to day management of the Home.

  - To support and develop the Homes charitable objectives around animal welfare and education.
• To objectively review and progress appropriately euthanasia recommendations, to include section 1 identification reports.

• Working with the communications team to promote initiatives, manage and develop the ways in which we support pet owners in the local community towards best animal welfare. Not least to include assistance with vet fees and neutering vouchers. Performance management of Vet Liaison role to achieve same.

• Develop implement and maintain training programmes for animal and re-homing team members in order to promote best practices in animal welfare, behaviour and re-homing standards.

• Development and implementation of timely and appropriate animal and re-homing induction programmes for new starters, ensuring all training is aligned to current legislation/licensing/policy requirements.

• Review all staff appraisals undertaken by the Animal Care Manager (before final sign off).

• Performance manage and develop including staff appraisals of direct staff reports including the Animal Care Manager.

• Managing veterinary contract.

• Managing and overseeing the onsite veterinary clinic

• Be familiar with and comply with Home policies and procedures.

• To undertake other duties as may reasonably be required.

• While at work all staff are required to:
  o Take care of their own health and safety and that of others who may be affected by their acts and omissions.
  o Co-operate with Homes policies and procedures for health and safety.

3. Knowledge, skill and experience

  a) Education qualifications:

     Educated to degree level or near equivalent.

  b) Professional/Technical Qualifications/Skills:

     Recognised animal vocational qualifications at appropriate level e.g. Level 3 or above.

     • First Aid at work desirable
     • Fire Marshall desirable
c) **Competence/ Experience:**

Knowledge and/or understanding of animal care and adoption in a re-homing environment.

Demonstrable experience of companion animal welfare.

Knowledge and experience of relevant key performance indicators and performance evaluation to include statistical analysis and reporting.

Managerial experience of sizeable teams to include motivational and development skills.

Proficient at managing and developing multiple external relationships.

Awareness of managing commercial contracts.

**SKILLS**

- Strongly proficient in Microsoft packages particularly Excel & Word - Essential

- Database experience – ability to extract relevant information for statistical and reporting purposes – Essential

- Bespoke Software experience – ‘Vet Rescue’ Desirable

**COMPETENCES**

**Planning & decision making**

Managing change to include strategic planning and effective decision making

Changing and Improving which could include creativity and forward thinking and influencing skills

Demonstrate an ability to make informed and well-judged ethical choices/decisions

**Delivering Objectives**

Commercial Awareness/Achieving Commercial Outcomes
Managing Customers & stakeholders

Task focused to include ability to prioritise, analytical and organisational skills, problem solving

**Personal Effectiveness/Engaging People**

Leading and Communicating.

**Individual Responsibility/Personal Awareness**

**Team Focused/Collaborative**

**Developing Others**

Demonstrating and understanding Diversity - to include Valuing and respecting different views and ways of working, understanding the dynamics and confidentiality and promoting a diversity of new ideas within all aspects of the Home

4. **Organisation**

Bath Cats and Dogs Home, operated by RSPCA Bath & District Branch

5. **Job Context**

Work is carried out within general guidelines in accordance with the RSPCA Licensing Scheme and other relevant Branch policies and procedures. Field officer audit reports provide additional general guidance

6. **Additional information**

- The post holder may be required to attend training courses which will involve travel
- The post holder may be required to drive the Homes vehicle on matters of business

This job description is a statement of the job content agreed in January 2016. It should not be seen as precluding future changes.