# JOB DESCRIPTION

Job Title: Animal Care Manager

Department: Animal Operations

Reports to: Head of Animal Operations

Responsible for: Animal Carers, Veterinary Care Coordinator

Hours: 37.5 hours

Location: On site with occasional WFH days

**About Bath Cats and Dogs Home (BCDH)**

Every cat and dog should enjoy a health life and a happy home. Through advice and support in our community; rescue rehabilitation and rehoming at our centre. We positively transform the lives of pets

The Team are committed to creating a Centre of excellence by delivering the highest standards of animal welfare and rehabilitation along with a first-class service to all stakeholders. Continuing to build on our reputation to promote responsible animal welfare and support the local community through education knowledge and expertise.

The Animal Care Manager will work along-side two other on site managers (Animal Services Manager and Behaviour Manager) and report to the Head of Animal Operations. The Animal Care Manager will be responsible for managing and supporting the animal care team and veterinary care coordinator, working cohesively with the veterinary team and the behaviour team to provide the highest standards of welfare for animals on site. Supporting the Animal Services Manager, whose team manage the Intake and Rehoming of all animals, together the three on-site Managers provide a holistic approach to BCDH enabling all services to run seamlessly together.

1. **Purpose of the job**
* To lead and line manage the animal care team and veterinary care coordinator to deliver the highest standards of animal welfare to the animals on site.
* Build a positive team culture that’s guided by our values, where we celebrate great work in a supportive environment.
* To work cohesively with the Behaviour Manager and Animal Services Manager to ensure all animals on site are managed appropriately and admitted and rehomed in a timely manner.

1. **Principle tasks**
* To lead and line-manage the team of animal carers, including three Senior animal carers, and the veterinary care coordinator. Showcasing inspiring behaviours which develop coach and motivate individuals to achieve and exceed their objectives in line with BCDH strategic aims.
* To work cohesively with the Behaviour Manager to support all behavioural interventions and training plans and together manage risk with all animals on site
* To work cohesively with the on-site veterinary surgeon and line manage the veterinary care coordinator to ensure all medical care is delivered by the team under the direction of the vet.
* To work cohesively with the Animal Services Manager to ensure the animal care team fully support the Intake and Rehoming team to ensure throughput of animals is monitored and managed effectively
* Ensure that appropriate animal care standards of hygiene, welfare and enrichment (aligned to the relevant RSPCA licensing requirements) are delivered and maintained throughout the Centre utilising and developing appropriately trained team members & volunteers.
* To manage animal occupancy by working closely with Animal Services Manager and Behaviour Manager to ensure that available animal accommodation is used efficiently.
* To provide primary on-site Duty Manager cover which will be shared with the Behaviour Manager and Animal Services Manager on off rota and planned absences.
* To organise and manage out of hours cover provided by the resident on-site team members and out of hours team members.
* To recruit replacement team members as needed and work with the Head of Animal Operations to ensure cover and suitable contingency plans are in place for annual leave and/or unforeseen absence
* To ensure all relevant administrative paperwork and external correspondence is processed in accordance with BCDH procedures, including generating and monitoring of teamwork rotas, planned and unplanned absences and compilation of information for the monthly payroll.
* Work with the Volunteer Coordinator to plan volunteer recruitment in line with department requirements. Work with Animal Carers to retain volunteer support and ensure volunteers are valued as part of the team and monitored and managed effectively on site.
* Monitor attendance of work placement students ensuring appropriate induction, training is given, and reports generated as required,
* Manage the health and safety of all animal carers, animal care volunteers both on and off site during working hours and ensuring the safety of visitors on site at all times.
* Deliver, organise and monitor team induction, training and development in line with RSPCA standard procedures and under the direction of the Head of Operations. Ensure all team of animal carers and the veterinary Coordinator receive refresher and ongoing training as required.
* Positively promote a whole team approach, leading by example to ensure that all team members and volunteers are working together to deliver on our charitable objectives.
* Ensure that all animal and customer records are accurate, current and adhere to data protection guidelines. To manage day-to-day admin in areas of responsibility.
* To monitor the budget and expenditure within the animal care team and order necessary supplies in a timely manner with collaboration with Facilities and Risk Manager to ensure we operate a clean, tidy and safe site.
* To have a strong desire for self-development, with a willingness and enthusiasm to include ongoing training and taking on new initiatives and ideas.
* To undertake other duties as may reasonably be required.

*Whilst at work all employees are required to:*

* Take care of their own health and safety and that of others who may be affected by their acts and omissions.
* Be familiar with and comply with all BCDHs policies and procedures.

1. **Knowledge, skill and experience**
2. Education qualifications
* NVQ Level 3 in Animal Care desirable
* Veterinary experience desirable
1. Professional/technical qualifications/Skills
* Proficient in using a range of Microsoft Office packages - essential
* Animal first aid- desirable
* Database experience - essential
* First Aid at work - desirable
* Fire Marshall- desirable
* Mental Health First aider - desirable
* Animal behaviour qualification- desirable
* Management Qualification - desirable
1. Competence/Experience
* Significant experience of leading, managing or supervising a team
* Experience of working in an animal welfare environment or similar
* Excellent communication skills, both verbal and written
* Experience of managing health and safety in the workplace
* Experience of managing or maintaining a budget
* An ability to make decisions and remain calm under pressure
* Being adaptable with a positive can-do approach
1. **Organisation**

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

1. **Job Context**

The 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

1. **Additional information**
* The post holder may be required to attend training courses which will involve travel and occasional overnight stays
* The post holder may be required to drive BCDHs vehicle on matters of business, a full driving license is essential