# JOB DESCRIPTION

**Job Title: Animal Services Co-ordinator**

**Department: Animal Operations**

**Reports to: Animal Services Manager**

**Responsible for: N/A**

**Hours: 30 hours over 4 days, Wednesday to Saturday**

**Location: On site**

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 is 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.

1. Purpose of the job

Support the Animal Services Manager in managing all animals arriving and departing BCDH, and liaising with other team members, volunteers and members of the public to manage ensure an effective and compassionate first point of contact with animal related queries.
2. Principle tasks
* Acting as a point of contact for local dog wardens and RSPCA inspectors to bring in any stray and vulnerable animals and maintain meticulous records of incoming and outgoing animals. This will include monitoring social media and websites to proactively seek to reunite strays.
* Manage admissions of stray animals in alignment with current legislation also working closely with local authorities to ensure all contractual requirements are met.
* Manage conversations with supporters with an understanding and compassionate mind set and be prepared to handle sensitive conversations in the event that owners are no longer able to care for their pets.
* Deliver a high standard of professionalism and customer service and demonstrate empathy in challenging situations.
* Liaise with Behaviour Assessors and the veterinary team where necessary to ensure incoming animals are flagged as appropriate to receive the immediate support or care they might need.
* Administer stray fines, creating invoices and logging transactions.
* Support RSPCA inspectors with case animals, including invoicing and populating records.
* Archiving animal records as per RSPCA licensing conditions.
* Ensuring a high standard of welfare by liaising with external organisations.
* Support the rehoming team with administrative tasks.
* Maintain information database records and adhere to the GDPR protocols of the Home.
* Comply with all of BCDH policy, procedures and protocols.
* To assist with administrative duties as requested by the Animal Care team managers.
* To undertake other duties as may reasonably be required.
* While at work all staff are required to:
	+ Take care of their own health and safety and that of others who may be affected by their acts and omissions.
	+ Co-operate with BCDH’s policies and procedures for health and safety
1. Knowledge, skill and experience

	1. Education qualifications:
		* Animal Care NVQ qualification- desirable
		* First Aid at work - desirable (willingness to undertake)
		* Fire Marshall - desirable (willingness to undertake)
		* Current and clean driving license
	2. Competence/ Experience:
		* Excellent communication skills, both written and verbal
		* Experience of working with and understanding the welfare needs of animals in an animal care or administrative role.
		* Proven customer care experience particularly in challenging situations.
2. Organisation

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

1. 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

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

This job description is a statement of the job content agreed in September 2025. It should not be seen as precluding future changes.