



RSPCA Cotswolds, Gloucester & District Branch

Cotswolds Dogs & Cats Home

A charity registered in England & Wales. Charity no. 207006

Role profile: Rehoming Lead

Hours: 37.5 hours per week. **Salary:** £27,059

Annual leave allowance: 28 days including bank holidays (pro rata)

Reporting to: Animal Operations Lead

Lateral Relationships: Animal Care Supervisors, Reception Lead

Location: The Cotswolds Dogs & Cats Home, Cambridge, Gloucestershire.

Introduction

The Cotswolds Dogs & Cats Home opened in September 2016 and since then, we have supported more than 6000 animals through our Rehoming and Welfare Services. As a leading animal rescue charity in Gloucestershire, we care for hundreds of abandoned, abused and neglected animals each year and find them loving and safe new families. We also provide low cost veterinary schemes to families and their pets to ensure that no animal goes without veterinary treatment due to financial restrictions.

We are a small and friendly team who thrive on a passion for Animal Welfare and exceptional customer service. We know that our charity is defined by our people and are dedicated to investing in our employees long term career development and success, equipping our team with all the tools to develop professionally.

Summary

Reporting to the Animal Operations Lead, the Rehoming Lead will work collaboratively with their colleagues to seamlessly manage the delivery of our rehoming and fostering activities. The postholder is responsible for ensuring a highly efficient and effective service is delivered to our all our animals, customers and foster homes.

As a senior member of the operational team, the successful candidate will have the desire and ability to lead, motivate, inspire and develop others.

Key objectives and responsibilities

- Lead on the delivery of our rehoming and fostering activities for all species, co-ordinating and developing our processes to optimise the number of animals we rehome and foster, whilst ensuring outstanding standards of animal welfare and customer care.
- Develop our post adoption support processes to continuously improve our customer and animal journey and minimise returns.
- Deliver the rehoming activities, to include home visits, rehoming conversations, organise viewings and adoptions, liaise with adopters and fosterers, and providing post-adoption support.
- Optimise our rehoming success through the management of content on our website and media platforms, ensuring high quality content and a consistent CDCH language.
- Ensure that all animal and customer records are accurate, current and adhere to GDPR guidelines and RSPCA licensing conditions
- Lead and line manage the Rehoming team, setting objectives, carrying out 121's, appraisals and training

- To have a thorough knowledge of our charity and to be able to provide customers with that information.
- Demonstrate inspirational behaviours that support the team's development and motivation to achieve and exceed objectives.
- Positively promote a team approach, leading by example to ensure that all staff and volunteers are working collaboratively to deliver on our charitable objectives.
- Deputise for the Animal Operations Lead and Animal Care Supervisors where required.
- Provide on-site Duty Manager cover on a rota basis, see details below.

Duty Manager

- Provide Duty Manager cover on a rota basis including some weekends.
- Be an onsite First Aider and Fire Marshall at work and ensure first aid kits are stocked and compliant. (Training provided).
- Be a registered key holder for the CDCH premises and respond to alerts from the alarm monitor company.
- Oversee daily operations, providing support across the entire team.
- Trouble shoot any issues including contacting relevant contractors for unforeseen maintenance issues in a timely manner.
- Seek staff cover for unforeseen absence and sickness and make common sense decisions around any required changes to operations.
- Ensure that policies and processes are adhered to at all times.

Skills/Experience

Essential:

- Proven ability to thrive in a fast-paced environment, demonstrating exceptional organisational skills to effectively manage and prioritise a busy workload.
- Experience of leadership within a team environment.
- Experience of working in a challenging, customer-facing operation.
- Experience of positively embracing and implementing change
- Ability to work constructively and collaboratively with colleagues.
- Demonstrate excellent conversational skills.
- Ability to handle emotive situations with tact, diplomacy and empathy.
- Demonstrate a confident, empathetic and compassionate approach to the animals in our care.
- Proven experience of competent IT use and databases including MS Office.
- Committed to and able to promote the vision, mission and values of the Cotswolds Dogs & Cats Home.
- Full clean driving licence

Desirable:

- Educated to degree level or equivalent (previous life/work experience will be considered)
- Experience of working in an Animal Rehoming and Welfare environment, ideally customer facing.
- Previous experience in a Duty Manager or Senior role.

General information

The charity is an equal opportunities employer and all employees are actively encouraged to contribute to the promotion of diversity.

All employees are required to act in accordance with their responsibilities under the Health & Safety at Work Act.

Data protection

As part of your duties, you will be required to obtain process and use information held on a computer or word processor. You may not use or disclose data for any other purpose than that for which it was recorded. You must only disclose data to authorised persons or organisations as instructed.

Working at CDCH

Please note that all offers of employment require:

- References deemed satisfactory to the Charity
- Proof of eligibility to work in the UK.
- All new employees to the charity will be subject to a six-month probationary period.
- We are unable to allow staff to bring their own dogs with them to work.
- The post requires working outside of normal office hours. Attendance may also be required at meetings which may be held in the evenings.
- A full-clean driving licence is essential.

This role profile is not exhaustive and may be subject to change to meet the operational needs of the charity.