



JOB DESCRIPTION

Job Title:	Rehoming Supervisor
Branch:	Manchester & Salford
Location:	Adoption Centre, Eccles New Road, Salford
Reports to:	Branch Manager
Hours:	The core working days are Monday to Friday, 08.00 to 16.00 or 10.00 to 18.00. You will be expected to work some weekends throughout the year to cover staff absenteeism.
Salary:	£21,140.73 p.a. full time (37.5 hours per week, part time hours pro rata)

1. Purpose of the job

- To assist with the admission, rehabilitation and rehoming of animals.
- To ensure a high standard of animal welfare, in line with RSPCA licensing conditions and animal welfare standards, is maintained at the adoption centre and in foster homes. This includes the day to day supervision of Animal Care Assistants and volunteers.
- To promote RSPCA animals available for adoption and the work of the RSPCA.
- To engage with the public and the local community.

2. Dimensions

- Animal adoption centre
- Network of foster carers
- Any other setting the Branch may operate in

3. Principal Accountabilities

Animal Care

- To assist the Branch Manager to oversee day to day work in the adoption centre and to deliver practical induction and training to staff and volunteers.
- To assist the Branch Manager to oversee the care of animals in volunteer foster homes and to deliver support and advice where required.
- To ensure that all Pet Portfolio documentation is completed and maintained to the standard required by RSPCA licensing conditions and that written animal assessments are completed.

- To ensure that all records are properly maintained in the computerised Animal Shelter Manager database.
- To ensure all animals receive the agreed standards of care, including fulfilling the daily duties of an Animal Care Assistant when necessary.
- To report any concerns or problems immediately to your line manager.

Animal Welfare

- Ensure all animals under the Branch's care receive appropriate food, water and environmental enrichment to the standard required by RSPCA licensing conditions and additional Branch specific guidelines. Where a problem arises, report promptly to your line manager.
- Ensure that standards of cleanliness and hygiene are maintained to the standard required by RSPCA licensing conditions and additional Branch specific guidelines. Where a problem exists, report it to your line manager.
- Carry out and record routine health checks and assessments on all animals, monitoring their physical condition and patterns of behaviour and report findings to your line manager.
- Ensure all Branch animals receive prompt veterinary intervention as and when required and transport them to the vets in a branch designated vehicle. Take appropriate action if any animal requires immediate veterinary attention.
- To attend to the individual needs of each species as appropriate, including medication, coat care/grooming, flea and worm treatment, claw clipping, enrichment, socialisation and training.

5. Staff and Volunteers

- Assist with the recruitment, induction and training of new staff and volunteers and support them to successfully participate in the Branch's operations.
- To assist your line manager to supervise and monitor animal care assistants and volunteers, including the allocation of tasks in the adoption centre. Ensure they are completed to required standards.
- Raise any training or performance concerns about a member of staff or volunteer to your line manager.
- In line with the branch's Safeguarding Policy, to notify your line manager of any concerns about the well-being of a member of staff or volunteer.

- To ensure that all health and safety procedures are followed by staff, volunteers and the general public, reporting any accidents or incidents promptly and correctly.

General Duties

- Act as a positive ambassador for the Branch and RSPCA at all times
- Provide a professional and courteous service to the public and offer advice and guidance as necessary.
- Promote the rehoming of RSPCA animals, be aware of the rehoming needs of animals for adoption and ensure that potential adopters are matched accordingly.
- Allocate or conduct pre-adoption home visits, as and when required.
- Handle financial transactions and maintain records in line with Branch procedures and undertake banking duties as and when required.
- Actively participate in the ongoing development of the Animal Centre and Branch in conjunction with other colleagues
- To perform any other duties as directed by the Branch Manager which are in keeping with your post or for which training has been given.

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.
- Follow Branch policies and procedures for health and safety.

4. Knowledge, skill and experience

Please see the person specification attached.

5. Job Context

- The care of animals is undertaken in accordance with existing RSPCA policy, processes and procedures. Any breach is to be reported immediately.
- The rehoming of animals is undertaken in accordance with existing RSPCA policy, processes and procedures.
- Problems are to be raised to appropriate managers within the Branch.
- The post holder will be expected to attend RSPCA meetings and training sessions that are held at other venues.

6. Additional information

- The post holder will be expected to undergo Continuous Professional Development in the field of animal welfare, including the RSPCA's Foundation

Training/Standard Procedures.

- The post holder will need to drive the Branch vehicle on Branch business as directed by your line manager.
- To participate in fund-raising or publicity events as the branch may require.
- Provide additional staffing cover in the event of staff shortages on the rehoming team.

NB. This job description is a statement of the job content agreed on 1st February 2022. It should not be seen as precluding future changes.

Personal Specification

Criteria	Essential	Desirable
Professional/ Technical Qualifications	Good general level of education	Animal care qualification
Experience & Job Knowledge	Experience of working with domestic animals, especially cats and small animals in a formal setting (e.g. shelter, sanctuary, vets, private boarding) Experience of providing good customer service	Behaviour training experience in a formal setting
Skills & Competencies	Excellent communication skills and the ability to deal with all types of people Computer literate, especially in the use of websites and social media Excellent attention to detail and commitment to high standards of service delivery Ability to supervise a small team of staff and volunteers	

<p>Personal Qualities</p>	<p>Sympathy with the RSPCA's aims and policies</p> <p>Self-motivated and able to work on your own initiative</p> <p>Reliable and hard working</p> <p>Experience of working as part of a small team</p>	
<p>Special Circumstances (If any)</p>	<p>Flexible with regards to contracted hours and able to work longer than the weekly contracted hours when the job demands (Time Off In Lieu will be given for any extra hours worked)</p> <p>Full UK Driving licence</p>	