

## **Job Description**

**Job Title:** Animal Care Leader

**Reporting to:** Animal Centre Management Team

**Based:** RSPCA Coventry & District Branch Animal Centre, Coventry

**Wage:** TBC

**Hours:** To work on average 5 days per week, to include alternate weekends.

### **Main Purpose of the Job**

To admit, rehabilitate and rehome neglected, abandoned and unwanted domestic animals. To work to branch policies on animal welfare, ensuring the very best care and welfare based on current science.

To engage with, and establish excellent customer relations, by educating the general public and adopters in the care and welfare of their animals.

### **Requirements**

Animal rescue or animal care experience is preferable but not essential. Experience in a customer service role preferred.

### **Duties**

#### **Animal Welfare**

- Provide the highest possible standard of care for all animals under the branch care at all times.
- Treat all animals in the centre as individuals; provide care for, observe, manage and rehome them on this basis.
- Ensure the physical, mental and social needs of the animals in our care are met to the highest possible standard.
- Clean, disinfect and maintain animal accommodation to the standard set by the management team at the centre and in accordance with branch procedures, ensuring a balance between good hygiene and the welfare needs of the animal.
- Provide food and clean water suitable to the needs of the individual animals.
- Observe animals arriving at the centre identifying any behavioural or welfare needs during the intake process and report this to the centre management team
- Work with the area supervisors to develop individual welfare plans for those animals identified.

- Using the behaviour plans provide training and rehabilitation using positive interaction.
- Provide enrichment in accordance with branch policies for all animals, and ensure all training and interaction is positive and reward based.
- Through observations create a rehoming profile for each individual animal in our care.
- Carry out health checks, minor treatments and regular weight checks in accordance with branch procedures and ensure any concerns are reported to the centre management team.
- Implant microchips and complete associated records.
- Provide support and assist with the inspection of animals, and/or treatment of animals by a Veterinary Surgeon.
- Provide an objective and realistic approach to animal rehoming, considering the animals welfare, the safety of other animals and members of the public.

### **Customer Care/Education**

- Present a professional and friendly approach to customers and visitors to the centre both face to face, on the telephone and through e communication.
- Support customers in the selection of animals appropriate to their circumstances by providing accurate and relevant information and advice.
- Ensure all adopters are given the full information regarding the animal's history including behaviour observations, routine and non routine veterinary treatments.
- Attend events and education sessions with the centre management team and provide training and support to the general public and students.
- Attend animal welfare events to deliver education and basic treatments in the community including microchipping of animals most in need.

### **General**

- Work as directed by the centre management team or appointed person in charge
- Support the management team in leading the animal care assistants
- Ensure the security of the site and animal accommodation to protect both the animals in the centre's care, and branch assets.
- Maintain all service buildings to a high standard of presentation and cleanliness at all times.
- Abide by branch health and safety policy and procedures. Ensure the safety of yourself, your colleagues, volunteers and the general public at all times. Ensure any concerns are reported in a timely manner to the appropriate member of the management team.

- Support the management team in the administration of our social media profiles, highlighting interesting stories and opportunities for good public relations.
- Ensure an objective and realistic approach to animal rehoming, considering animal welfare and safety.
- Ensure all activities requiring records are completed precisely and clearly in accordance with branch procedures.
- Provide support, training and direction to branch/centre volunteers and work placement students.
- Ensure excellent stock rotation and appropriate use of goods considering waste and cost implications. Support the management team in the monitoring and management of stock levels.
- Ensure appropriate forms relating to animal welfare, adoption and intake are completed appropriately.
- Provide support to all other areas of the centre including reception cover and support to the management team in conducting their duties.
- Undertake any other duties as required by the management team

**THIS JOB DESCRIPTION IS NOT EXHAUSTIVE**