



Cotswolds Dogs & Cats Home

Role profile – Deputy Operations Manager

Introduction

The Cotswolds Dogs & Cats Home (CDCH) is the start of the fulfilment of a highly ambitious project by the charity to build a centre of excellence in the care of the most vulnerable animals within our community. The charity is fortunate to have a far-sighted Board of Trustees and the support of committed volunteers and staff. The work of this team has enabled the charity to purchase land, develop plans with architects, achieve funding for the £4.1m project, increase regular sustainable fundraising and appoint a build contractor. We are now nearing completion of the construction phase, which is due to complete in the second quarter of 2016.

Our vision and aspiration for the centre is that it is exemplar. The new centre will allow us to significantly increase the number of animals we can currently assist and care for them to the highest standard. Our ambition is that no abused, neglected or vulnerable animal in our community is without a safe space. We are building a facility that will engage with the local community, gaining its support and patronage for our work. Looking to the future we have plans to develop an inspiring educational programme and an animal rehabilitation facility.

The Deputy Operations Manager will be a highly motivated and experienced manager responsible for leading the daily operation of the animal welfare function with a focus on providing exceptional service to both our four legged and two legged friends. **As a key member of the operational team, the post-holder will be forward thinking, engaging and inspiring.**

Key Objectives & Responsibilities

This role will be responsible for the day to day operational running of our new animal centre.

The Deputy Operations Manager will be responsible for delivering the highest possible standards of animal welfare and care for every animal in their journey through CDCH, from reception, to assessment and then to rehoming. The post-holder will be responsible for ensuring that every animal experiences optimum care during its time with CDCH. Our ambition is that no abused, neglected or vulnerable animal in our community is without a safe space. We aim to ensure a future where animals can enjoy a life free from distress. We are committed to rehoming as many animals as possible in the most caring and conscientious way.

- Responsible for the optimum physical and emotional care of all animals cared for at the centre.
- Ensuring an outstanding service to adopters and visitors.
- Overseeing effective and robust screening and support of potential adopters.
- Effective and efficient daily running of the centre, ensuring that the centre is not only compliant with RSPCA licencing conditions but operates at exemplary standards.
- Ensure compliance with all legal and health and safety regulations.





- Ensuring that veterinary procedures and regular behavioural reviews of animals are carried out and a high standard of welfare of all animals is achieved and maintained.
- Managing the animal centre staff rota, ensuring that the centre is sufficiently staffed in accordance to staff/animal ratios and ensuring appropriate staffing levels at all times including late night opening and overnight staff cover. This will include managing annual leave periods and staff sickness cover effectively so that the centre is appropriately staffed at all times.
- Ensure accurate, detailed records are kept for each animal's movement, medical care, management, and rehoming.
- Ensure that animals are prepared for adoption in accordance with centre procedures including health checks, vaccination, neutering, micro chipping and any other treatments required.
- Be part of a team that builds and sustains a positive, dynamic, can-do culture making the home a great place to work and spend time.
- Carry out regular line management sessions and annual staff appraisals supporting staff to be the best they can in order to provide exceptional care to the animals.
- Manage, support, supervise and liaise with the animal care staff in the day to day operation of the centre. Hold regular team meetings to maintain effective communication and awareness of progress and developments in all areas of the centre.

Person Specification - Qualifications, skills, experience and knowledge

We are seeking an experienced Deputy Operations Manager who can deliver operational excellence. You will have absolute dedication to the welfare of animals.

Essential

- Self-motivated with huge amounts of energy, commitment and enthusiasm.
- Extensive experience working within animal welfare, rescue and rehoming.
- Significant experience of successfully motivating, leading and developing high performing teams.
- Ability to establish and maintain good working relationship with colleagues.
- Excellent interpersonal and communication skills which support the efficient functioning of the team and the service.
- A flexible approach to managing and prioritising a varied workload and multiple tasks.
- Proven experience of working constructively and collaboratively with colleagues across multiple teams
- Experience of working alongside volunteers and embedding volunteers in operational frontline teams.
- Experience of animal husbandry and care and the implementation of welfare principles and related operational disciplines.
- Experience of implementing operational processes against agreed standards.
- Ability and motivation to deliver high quality work with minimum supervision.
- A commitment to delivering the highest standards of customer service and experience of dealing with customers and the public, resolving issues, disputes and complaints.





- Experience of keeping up to date with and applying good practice in your role and encouraging those that you manage to do the same.
- Experience of positively embracing and adapting to change by identifying, leading and managing change in line with organisational objectives.
- Interpersonal and consultative skills, including the ability to communicate, present, negotiate, influence and build credibility with colleagues and external parties
- Excellent written and spoken English.
- Financially aware and numerate.
- Excellent working knowledge of Health & Safety in the workplace.
- IT literate with good experience of MS Office and other relevant IT systems as appropriate for the role.
- Ability to work weekends and Bank Holidays on a rota and as required by the role.
- Able to promote an understanding of, and a commitment to the vision, mission and values of CDCH.

Desirable

- A qualification related to animal care or behaviour.
- Experience of designing and delivering animal care programmes.





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 Home
- 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 as the facility requires an on-site presence 24x7. 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.

Salary – excellent competitive salary for an exceptional candidate.

No agencies please.

To apply please email your CV to rose.mahon@cdch.org.uk

Closing date 6 May 2016

First interviews will take place on 13 May 2016

Second interviews will take place on 20 May 2016

