



## Job Description



<b>Job Title:</b>	Animal Centre Manager
<b>Department/Team:</b>	Field Operations
<b>Location:</b>	Animal Centres
<b>Line Manager's Title:</b>	Regional Operations Manager

### 1. Overall Job Purpose

Accountable for the overall management of the animal centre, staff and animals. Ensuring the animal centre has staff coverage 24 hours per day.

### 2. Structure

See Establishment Structure Charts.

### 3. Key Tasks/Job Description

1. To recruit, train and manage all staff and volunteers in accordance with the standards required by the Society policies and procedures. Responsible for the implementation of HR policies and procedures and demonstrate appropriate leadership to improve staff development. This includes preparing business cases for staff recruitment.
2. Preparation of annual operational budgeting estimates of income and expenditure and accountability of budget adherence. Identify needs and provide detailed requirements for capital projects. Monitoring finances throughout the year and seeking cost saving opportunities.
3. Liaison and negotiation with external suppliers for supplies, stock and contracts, to ensure the best service possible at the best price in coordination with the Purchasing department.
4. Responsible for the health and safety of staff, volunteers and the general public visiting the animal centre and for the initiation of reports in accordance with the Society's Health and Safety procedures
5. To be accountable for maximising the use of volunteers and ensuring all volunteers are recruited, trained, managed, supported and valued in their role.

6. To ensure animal welfare standards are maintained in accordance with Society policies and procedures. These would include intake, rehabilitation, rehoming, networking and euthanasia.
7. Accountable for ensuring all buildings, equipment, vehicles and grounds are adequately maintained in consultation with appropriate departments. Accountable for external contractors while onsite.
8. Accountable for all administrative data and ensuring external correspondence is processed in accordance with Society procedures.
9. Accountable for the security of all buildings and contents including the safe and drug cabinet contents.
10. To undertake any other reasonable duties as required by the Regional Operations Manager.
11. Responsible for implementing strategic initiatives relating to improving the Animal Centre in accordance with the Regional and National objectives.
12. Liaison with Inspectorate, veterinary, ACS and other relevant departments based at HQ for policies, protocols and procedures relating to animal centres including contributions to relevant working parties.
13. Co-ordinate activities with other regional animal centres to succeed with regional targets and objectives. Collaborating with branches and any other recognised animal welfare groups to achieve common goals.
14. Support staffing levels with structured volunteer and foster care programme that acknowledges, manages and rewards volunteers appropriately.
15. Actively seek and share best practice between animal centres within and outside of the RSPCA
16. To be accountable for maximising fundraising and income generation opportunities at the centre.
17. To be accountable for ensuring good PR at the centre through liaison with local media.
18. Ensuring all users both internal and external, including branches, receive excellent customer care. To act as an escalation point for controversial issues.
19. Maintain a long term marketing strategy using appropriate internal and media channels.
20. Liaison with inspectorate and local Private Boarding Establishments to help monitor welfare of animals and ensure efficient networking into centre, including where necessary visits to establishments.

While at work all staff are required to:

- Adhere to the Society's charitable objectives which are to promote kindness and prevent cruelty to animals.
- Understand and comply with the Society Code of Conduct.
- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Co-operate with Society policies and procedures.

In addition to your normal duties, you may occasionally be required to undertake such other reasonable duties as necessary to meet the needs of the Society.

#### **4. Person Specification**

Please see person specification attached (appendix A)

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This job description is a statement of the job content required as of October 2017. It should not be seen as precluding future changes.

## PERSON SPECIFICATION

Animal Centre manager

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>PROFESSIONAL AND/OR TECHNICAL QUALIFICATIONS</b>	<p>A level or equivalent.</p> <p>GCSE English and Maths or equivalent.</p>	<p>Veterinary Nursing qualifications/ Knowledge of animal anatomy and behaviour.</p> <p>HNC/HND or equivalent animal qualification.</p> <p>NVQ level 2 or equivalent or equivalent qualification.</p> <p>NVQ assessors qualification desirable or achievement within one year of commencement of employment.</p>
<b>EXPERIENCE</b>	<p>Computer literate.</p> <p>Customer service experience.</p> <p>Budget and financial management experience.</p> <p>Fundraising experience</p> <p>Animal handling and husbandry experience.</p> <p>Conflict management experience.</p> <p>Supervisory/ people management experience.</p> <p>Media and Communications experience.</p> <p>Leadership skills and experience.</p>	
<b>SKILLS AND COMPETENCIES</b>	<p>Organisational skills.</p> <p>Interpersonal skills.</p> <p>Advanced customer care skills.</p> <p>IT skills.</p>	
<b>PERSONAL QUALITIES</b>		
<b>SPECIAL CIRCUMSTANCES (if any)</b>		