

Animal Centre Manager Job Description

Job Title:	Animal Centre Manager
Reporting to:	Branch Manager
Responsible for:	Deputy Manager; Supervisor; Deputy supervisor; Training & Behaviour Advisor; Vet Nurse; Rehoming Coordinator; Reception Supervisor
Location:	RSPCA Animal Centre. Wade Street, Halifax

Job Purpose:

Responsible for the effective and efficient management of the Animal Centre, ensuring it operates within RSPCA Halifax, Huddersfield, Bradford & District Branch, Health & Safety guidelines and Standard Operating Procedures in order to maximise animal welfare and rehoming opportunities. Provide support and guidance to the Deputy Manager, Supervisors and their teams.

About the Department and role:

The RSPCA Halifax, Huddersfield, Bradford & District Branch is an independent branch of the RSPCA. Our Animal Centre cares for, rehabilitates and rehomes hundreds of cats, dogs and small animals each year. The RSPCA Halifax, Huddersfield, Bradford & District never put a healthy animal to sleep.

The RSPCA Halifax, Huddersfield, Bradford & District Branch rehabilitates and rehomes approximately 800 animals each year.

The animal centres aims to deliver high standards of animal welfare and successfully rehome as many animals as possible.

- **Animal care and welfare** – Ensure the highest standards of animal care and welfare within the animal centre and across our extensive fostering network assisting Inspectors, the National Society’s field staff and others who regularly visit the centre.
- **People** – Lead and inspire the team to continuously improve and evolve, creating a “can do” team-work, supportive and positive culture. Working closely with other branch departments to promote a collaborative culture.
- **Training and Development** – Ensure all staff and volunteers receive timely and ongoing training, development, coaching and feedback to ensure that they grow and fulfil their duties to the best of their abilities.
- **Resource management** - Maximise available resources of finance, staff, buildings and equipment to deliver excellent standards at the centre whilst achieving financial targets. Find creative and innovative solutions to drive productivity and efficiency.
- **Financial management** - Adhere to financial procedures laid down by the Branch Manager, ensure maximum economy of resources and achieve best value for money.
- **Business Development** - Produce an annual Animal Centre Business Plan and implement strategic initiatives to support the Branch Business Plan.

- **Human Resources** - Recruit and manage all animal centre staff, monitor performance and implement HR procedures as described in the Branch Staff Handbook.
- **Volunteers**- Recruit and build a strong volunteer team who feel supported, respected and valued and become an asset to the centre.
- **Health and Safety** - Ensure that all the Health & Safety requirements required by law in the centre are met.
- **Security**- Maintain security of the centre, including the animals, buildings, contents and data as required by the General Data Protection Regulations.

Specific responsibilities

People

Recruit staff for the animal centre in line with agreed staffing levels.

Implement training plans for all staff, ensuring that training records are kept up to date.

Manage the arrangement of staff rotas to meet the needs of the centre.

Hold regular team meetings and senior staff meetings at the centre.

Ensure the standards required by the RSPCA Kennel Licensing Scheme are met.

Work closely with senior managers from other departments to promote a collaborative culture and ensure the success of Branch initiatives.

Promote good staff and volunteer relationships.

Foster excellent relationships with inspectors, vets, National RSPCA, other RSPCA branches and animal welfare organisations

Welfare of Animals at the Animal Centre

The prevention and control of infectious diseases through vaccinations of all relevant animals on arrival at the centre. Operation of excellent disease control, quarantine and cleaning procedures in the centre.

Close liaison and co-operation with the attending veterinary surgeon in all matters affecting the health of animals at the animal centre, or those being admitted, to ensure high standards and compatibility with the aims and policies of the National RSPCA as set out in the veterinary contract and licensing conditions.

Completion of the Summary of Animal Welfare Activities (SAWA) and other statistics involved in animal centre operations e.g. admissions, rehoming, and animal welfare.

Suitably Qualified Person (SQP) to dispense veterinary products.

In conjunction with the Rehoming Coordinator, ensure that all animals ready for rehoming are rehomed in a timely manner. Ensure that a strong fostering network is maintained.

To Champion the Branches flag ship Elderly Animals Rehoming Scheme (EARS) and Twilight scheme with adopters and supporters at the animal centre.

Animal Welfare in the Community - Managing and supporting activities that prevent suffering and cruelty through prevention of unwanted litters, defleaing, worming and promotion of animal identification by micro chipping.

Receipt of animal carcasses from inspectors and disposal of animals to a licensed waste disposal organisation.

Maintain a record of lost and found animals.

Receipt and care of case and rescued animals via the inspectorate and ensuring correct paperwork and inspector case records.

Arranging the humane destruction of those animals deemed necessary under veterinary advice following the procedures prescribed by the National RSPCA, ensuring that carcasses are released to a licensed organisation to dispose of them.

Health and Safety

Ensure the health and safety of staff, volunteers and the general public at the animal centre.

Health & Safety Risk assessments, COSHH, RIDDOR, fire regulations, 6 monthly full Animal Centre Review, ensuring compliance with all Health & Safety legal requirements.

Maintenance of Buildings, Grounds and Equipment

Routine identification of all building defects and notification to the Branch Manager of any maintenance work required above spending authority.

Oversight of the implementation of external and internal maintenance work including signs and notices required to standards set by the Branch Committee.

Consultation with builders and other firms to obtain estimates for such work.

Regular inspection of all equipment and responsibility for ensuring that maintenance and service contracts for such equipment are met.

Ensure care of the AC vehicles, including regular cleaning, tyre checks, servicing etc.

Finance

Preparing the Annual Animal Centre Budget for approval, ensuring strict adherence to budgetary control.

Compliance with the Branch Finance Policy.

Implementation of effective stock management and purchase order systems to control cost.

Responsibility for all debit cards held in the name of the branch and their proper use.

Completion of payroll spreadsheet to be submitted to the Finance Manager.

Responsibility for the organisation of the online shop and overseeing retail sales within the centre to assist income. To include stock ordering, receipt and control, pricing display and marketing.

Administration

Completion of all necessary administration and paperwork required by the role.

Overseeing animal centre rehoming and supporter schemes such as EARs, Twilight and Willing to Care, Sponsor an Animal Space and Friends/Fans.

Produce written reports, statistical analysis of operations and animal care business planning as required by the Branch Manager.

Fundraising, Publicity, Public Relations

Promoting goodwill amongst the general public by maintaining good public relations and an advisory service.

Liaising with the Branch Manager and the fundraising team to support all branch fundraising activities.

Liaise with the Fundraising team to developing new initiatives to raise income through centre activities

Meeting agreed animal care team fundraising targets.

Responsibility for updating animal centre information on the branch website and the National RSPCA website.

Research and apply for grants to help fund animal centre projects, in consultation with the Branch Manager and Fundraising Manager.

General

Attend Branch Committee and Sub Committee meetings, AGM and fundraising events as required.

Representation of the branch as necessary at the RSPCA National Society's meetings, conferences and other events.

All other duties that the work of the animal centre may require.

ES = Essential, D = Desirable, A = Application Form, I = Interview, E = Exercise/Practical Assessment

Person specification:	How assessed				
Educational qualification, skills, experience and behaviours	ES	D	A	I	E
A levels or higher			A		
Animal Welfare & Management Diploma			A		
Degree level or higher			A		
D32 Assessor			A		
SQP trained			A		
Animal behaviour qualified			A		
First aid Trained			A		
Skills and Knowledge	ES	D	A	I	E
Strong track record in the effective leadership, management and development of a team of staff, including all aspects of recruitment and performance management			A	I	
Management experience in an animal welfare environment			A	I	
Experience of managing a budget and controlling expenditure within agreed budgetary limits, with experience of accurate cash handling, accounting and monitoring			A	I	
Experience of working with and recruiting volunteers			A	I	
Project management			A	I	
Business development			A	I	
Good Presentation skills and public speaking			A	I	E
Good veterinary knowledge of routine procedures and disease control in domestic animals			A	I	
Experience of safely handling a range of different animal species, especially different dog breeds and behavioural characteristics.			A	I	E
A good knowledge of animals specifically cats, dogs, ferrets and rabbits and their welfare requirements.			A	I	
IT literate and skilled in MS Office applications.			A	I	E

	ES	D	A	I	E
Good Planning, organisational and time management skills.				I	
Ability to motivate, inspire and positively influence others.				I	
Excellent communication and interpersonal skills (verbal and written).			A	I	E
Skilled in public relations			A	I	
Ability to lead and motivate others			A	I	
Sound judgement and decision making			A	I	E
Ability to establish and maintain good working relationships with colleagues at all levels				I	
Excellent customer care skills with the ability to handle difficult and sensitive situations.			A	I	E
Emotional resilience to manage the potentially emotional demands of the role			A	I	E
A positive and proactive attitude and willingness to work with members of the public, staff and volunteers.			A	I	
Full, clean manual UK driving licence and confident driving a variety of vehicles			A		