



Department: **Church Knowle**

Based: **Church Knowle Rehoming and Visitor Centre, Wareham, Dorset**

Job title: **Animal Welfare Worker**

Responsible to: **Centre Manager**

### **Main purpose of the role**

To undertake all routine animal checks and husbandry relevant to the species in your care, ensuring exemplary standards of animal welfare. To maintain associated records in accordance with Margaret Green Animal Rescue (MGAR) policies.

- To support animal rehoming processes and administration.
- To deliver high standards of customer service across all stakeholders.
- To support and promote the work of the charity.
- To represent the charity in a professional and caring manner.

### **Essential qualifications**

- Minimum of NVQ Level 2 qualification in Animal Management or equivalent experience
- Full manual driving licence

### **Essential experience**

- Experience of caring for animals in an employed capacity

### **Desirable experience**

- Experience of working or volunteering at a visitor attraction
- Worked or volunteered within the charity sector
- Familiar with Microsoft Office programmes

### **The person**

The successful candidate will be a team player, friendly and approachable but with the ability to work on their own as part of a wider team. They will have excellent communication skills and demonstrate a professional and courteous approach to colleagues and members of the public.

With a resilient and positive outlook, they will be committed to the aims of Margaret Green Animal Rescue and demonstrate an empathy towards animals, with a clear understanding of the standards required to ensure animal welfare needs are fully met.

This job is physically demanding and all employees are required to maintain a suitable level of fitness to enable them to perform their job effectively.

**Key accountabilities**

- Work as directed by the Centre Manager or Centre Deputy Manager.
- Day-to-day care of animals, including husbandry, exercise, enrichment, training and administration of medication as required.
- Support animal rehoming processes.
- Support other team members and volunteers as directed by the Manager/Deputy.
- Maintain high levels of hygiene and cleanliness within your section and communal resources as allocated.
- Work in accordance with Health & Safety and MGAR policies.
- Present a professional and friendly approach to customers and visitors both face-to-face and over the phone.
- Maintain accurate paper and electronic records to include admission, adoption and veterinary information.
- Assist with the promotion of the charity including fundraising events, publicity and educational activities.

**Salary**

£20,475 per annum and pension scheme

**Job details**

You will be required to work a 37.5 hour week over five days, to include some weekend days and bank holidays on a rotational basis. Due to the nature of the work, it may at times be necessary to exceed these hours when workload demands.

Our normal working hours are 08.00 – 16.30.

This job description is not exhaustive.