



Job Description: Customer and Volunteer Champion

Site: Church Knowle, Wareham, Dorset

Responsible to: Centre Manager

Main purpose of the role

To oversee the day-to-day running of the reception and team office areas. To ensure all customers and visitors are welcomed and receive the highest levels of customer service at all times. To ensure the completion of animal rehoming paperwork and associated administrative tasks to the standards required.

To support and assist with the recruitment, training and retention of volunteers fulfilling a range of roles across the centre.

To support the Animal Welfare team with animal husbandry duties as required and for the better execution of the role.

To promote the work of the charity and maintain a professional and caring image.

Essential Qualifications

- Full driving licence

Desirable Qualifications

- NVQ 2 or equivalent in customer care
- NVQ 2 or equivalent in animal care

Essential Experience

- Experience of providing high levels of customer service
- Experience of resolving customer complaints and problems
- Experience of working in a challenging environment whilst managing multiple tasks
- Administrative skills including computerised systems and Microsoft programmes
- Paid or voluntary experience working in an animal welfare environment
- Experience of working with volunteers

Desirable Experience

- Experience of working at a visitor attraction

- Experience of working in the charity sector

The person

The successful candidate will be friendly, approachable and confident with the ability to work on their own, as part of a wider team. They will have strong communication skills and demonstrate a professional and courteous approach to members of the public, volunteers and their colleagues. They will be able to prioritise their own workload and have proven organisational and IT skills. They will be committed to the aims of Margaret Green Animal Rescue and demonstrate a clear empathy and understanding of animal welfare.

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

General

- Work as directed by the Centre Manager and Centre Deputy Manager
- Compliance with all MGAR Policies and procedures to include Health and Safety and Data Protection

Reception and Team Office

- Ensure all customers and visitors receive a professional and friendly approach, face-to-face and via telecommunication and electronic systems
- Maintain accurate paper and electronic records to include admission, adoption and veterinary information
- Assist with streamlining the adoption application process to support the team in matching potential adopters to suitable animals
- Maintain high levels of hygiene, cleanliness and presentation
- Support ordering and stock taking processes
- Assist with the promotion of the charity to our customers including fundraising, publicity, educational initiatives and events
- Assist with the collation and recording of pertinent customer feedback data

Volunteers

- Ensure compliance with MGAR Policies to include Health and Safety and Data Protection
- Assist with the recruitment, training, deployment and retention of volunteers

Animal Welfare

- Assist with the organisation and development of the current admissions / isolation pen areas
- Assist with the day-to-day care for the animals residing in the current admissions / isolation pen areas

- On occasion, support the team with animal husbandry on a rotational basis across all sections as required

Salary

£18,525 per annum (£9.50 per hour)

Job Details

You will be required to work 37.5 hours per week on a locally determined rota, including one weekend day per week and some bank holidays. Due to the nature of the work, it may at times be necessary to exceed these hours when work load demands.

Our Centre is located in the village of Church Knowle and cares for and rehomes a variety of large and small animals. The site welcomes visitors six days a week, has a small shop and houses Margaret Green Animal Rescue office teams including Estates, Fundraising, Marketing and Accounts.

This job description is not exhaustive.