

## Job Description Equine Animal Welfare Worker senior

**Site:** Church Knowle

**Responsible to:** Centre Manager

### **Main Purpose of the role**

To admit, rehabilitate and re home a variety of equines. To be responsible for the day to day care of up to 16 equines including horses, ponies and donkeys. To oversee the equine team and volunteers including training & performance management. To assist with other sections and species as the need arises. You will ensure all animals receive the highest standards of welfare at all times in accordance with MGAR policies.

### **Essential Qualifications**

- Full driving licence

### **Desirable Qualifications**

- BHS stage 2 or equivalent in equine care

### **Essential Experience**

- Experience of caring for equines in a work environment
- Experience of assessing and schooling horses both ridden and companion
- Experience of providing high levels of customer service
- Administrative skills including computerised systems
- Experience of leading or mentoring a team
- Experience of overseeing health and safety

### **Desirable Experience**

- Experience of working in an animal welfare environment
- Experience of working in a challenging environment whilst managing multiple tasks
- Experience of resolving customer complaints and problems
- Experience of matching potential adopters to suitable animals

### **The person**

The successful candidate will be friendly, approachable and confident with the ability to work on their own or as part of a team. They will have strong communication skills and demonstrate a professional and courteous approach to members of the public and their colleagues. They will be able to motivate and engage their team to achieve excellent standards of animal welfare and customer care. They will be committed to the aims of Margaret Green Animal Rescue.

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
- Oversee the day to day running of our equine department
- Liaise directly with the vets
- Matching potential adopters to suitable animals
- Support and direct other team members and volunteers as directed by the centre manager
- Maintain high levels of hygiene and cleanliness within your section and across the site
- Adhere to and enforce Health and safety policies
- Presenting 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, publicity and education events.
- Assist in the supervision of other areas of the centre as required

**Salary**

£17,890

**Job Details**

You will be required to work 37.5 hours per week on a locally determined rota to include alternate weekends and bank holidays. Due to the nature of the work it may at times be necessary to exceed these hours when work load demands.

The Church Knowle site is located in the village cares for and rehomes a variety of large and small animals. The site is open to visitors and has a small shop and tea room, it also houses Margaret Green office teams including fundraising and marketing.

This job description is not exhaustive